

Privacy Policy

Effective Date: July 18, 2025

FriGoSense LLC (“FriGoSense”, “we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our website [<https://frigosense.com>], mobile applications, FriGoSense devices, and related services (collectively, the “Services”).

By using our Services, you agree to the collection and use of information in accordance with this Privacy Policy.

1. Information We Collect

We collect the following types of information:

a) Personal Information

- Name, email address, phone number (during registration or support)
- Shipping/billing address (for purchases)
- Login credentials and account preferences

b) Device & Sensor Data

- Temperature, humidity, gas levels (e.g., NH₃, H₂S, CO₂, VOCs)
- Vibration, light, open/close status of refrigerator doors
- Device ID, firmware version, location, time of last update

c) Usage & Analytics Data

- IP address, browser type, operating system
- Pages viewed, features used, error logs
- Session duration and device interaction patterns

d) Location Data

- Only when users **opt in** (e.g., via mobile app)
- Used to enhance regional settings, provide localized data relevant to your sensors, or assist with diagnostics.

2. How We Use Your Information

We use collected data to:

- Provide, maintain, and improve our Services and devices
- Analyze sensor data and generate actionable insights
- Send notifications, alerts, and status updates
- Customize user experience and support localization

- Communicate with users (e.g., support, essential updates, promotional offers). You can **opt out of marketing communications** at any time via an unsubscribe link in emails or through your account settings.
- Ensure device security and prevent unauthorized access
- Comply with legal obligations (e.g., taxes, product safety)

3. Legal Basis for Processing (GDPR)

If you are located in the European Economic Area (EEA), we process your data under the following legal bases:

- **Consent** – For marketing and optional features
- **Contractual necessity** – To fulfill service delivery
- **Legal obligation** – For compliance with laws
- **Legitimate interests** – For analytics, fraud prevention, and service improvement

4. Sharing & Disclosure

We do not sell your personal data. We may share information only in the following cases:

- With **cloud providers and processors** (e.g., AWS, Google Cloud Platform, Mailgun, Stripe) to operate the platform. We ensure these third parties are bound by data processing agreements to protect your data.
- With **partners or OEMs** when users are linked via a business account (e.g., B2B food logistics partners). This sharing is done to enable specific integrated features or services that you or your organization have opted into. We establish data processing agreements with these partners.
- When **legally required** (e.g., law enforcement requests, court orders).
- With your **consent**, for integrations with other platforms (e.g., smart home ecosystems).

5. Data Storage & Retention

Data is stored securely in ISO 27001-compliant cloud infrastructure.

Sensor telemetry and logs may be stored in time-series and archival formats for up to 2 years for historical analysis, service improvement, and regulatory compliance, unless deleted earlier by the user.

Account data is retained as long as the account remains active or as required by law (e.g., for tax and accounting purposes).

6. Cookies and Tracking Technologies

Our website and apps use **cookies** and similar technologies to:

- Authenticate users
- Store session preferences

- Analyze traffic and performance (e.g., using Google Analytics)
- Improve marketing and support

You may control cookies via your browser settings. Our website also uses a cookie consent tool that allows for more granular control over different cookie categories.

7. Security Measures

We implement industry-standard security practices to protect your data, including:

- **TLS encryption** for all data in transit
- **Encrypted storage** (AES-256 where applicable)
- **Role-based access controls**
- **Regular security audits** and monitoring

Despite our efforts, no system is 100% secure. Please protect your login credentials (e.g., use strong, unique passwords) and report any suspicious activity immediately.

8. Your Rights

Depending on your location, you have rights related to your personal data, including the right to:

- **Access** your data
- **Correct or update** your data
- Request **deletion** ("right to be forgotten")
- **Object to processing** or restrict it
- **Export** your data (data portability)

To exercise any of these rights, please contact us at info@frigosense.com or use the relevant features within your account settings.

9. Children's Privacy

Our Services are not intended for children under 13 (or under 16 in the EEA). We do not knowingly collect personal data from minors. If you believe a child has provided us with data, please contact us for deletion.

10. International Transfers

Your data may be transferred to, and processed in, countries other than your own. We ensure that appropriate safeguards (e.g., **Standard Contractual Clauses**) are in place where required to protect your data during international transfers.

11. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes to our practices or for legal reasons. We will notify users of significant changes via email or in-app notice. Your continued use of the Services after such notification indicates acceptance of the updated policy.

12. Contact Us

If you have any questions or requests regarding this Privacy Policy or our data practices, contact us at:

Email: info@frigosense.com