



# Privacy Policy

Effective: July 2024

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## Scope of this Privacy Policy

Vector Security, Inc. and our affiliated companies (collectively, “**Vector**,” “**we**,” “**us**,” “**our**”), provide security alarm, monitoring, surveillance, and technology services for home and business customers (“**Services**”). Information about our Services is available on our websites at [www.vectorsecurity.com](http://www.vectorsecurity.com), [www.adssecurity.com](http://www.adssecurity.com), and [www.vectorsecuritynetworks.com](http://www.vectorsecuritynetworks.com) (“**Sites**”).

This Privacy Policy describes how we collect and use personal information from and about individuals (“**you**” or “**your**”) when we provide Services:

- Directly to our customers and users of our websites; or
- As a service provider acting on behalf to our commercial customers.

This Privacy Policy does not cover—and Vector is not responsible for—how your personal information is collected, used, and protected by:

- An independent alarm company that you have a contract with to install your alarm system and arranges for Vector to provide Services subject to our terms and conditions;
- Alarm.com and other business partners whose services you may purchase through your Vector account;
- Commercial establishments such as retailers, office buildings, and other locations where we are a service provider and do not control the purposes and means for collecting personal information;

These business partners and commercial customers are independent business and we do not control how they process personal information for their own business and commercial purposes. We encourage you to review the privacy policies and practices of each of those companies.

This Privacy Policy also does not cover the following information: publicly available; anonymized, aggregated, or pseudonymized; collected by third parties on platforms, features, or websites you reach by navigating from links on our Sites; or information about Vector's current and former employees or job applicants.

**If you are a California resident, please see “California Residents: Your California Privacy Rights.”**

**If you are a Texas resident, please see “Texas Residents: Your Texas Privacy Rights.”**

## **Your Consent**

Please review this Privacy Policy carefully. By using our Services or Sites, you are agreeing to the collection, use, sharing, and retention of your personal information as described in this Privacy Policy. If you do not agree with the terms in this Privacy Policy, please do not use our Sites or Services and do not provide your personal information to us.

We may make changes in this Privacy Policy, so be sure to review it from time to time. Changes to this Privacy Policy will be posted on our Sites and will be effective when posted. Your continued use of our Sites or Services or communications with us following the posting of any changes constitutes your acceptance of our Privacy Policy as revised.

## **Personal Information We Collect**

We use the term “personal information” in this Privacy Policy to refer to information that identifies, describes, or is reasonably capable of being associated or linked, directly or indirectly, to an identifiable individual. Personal information also includes any information that can be used on its own or combined with other information to identify, contact, or profile an individual.

We may collect your personal information when you:

- Visit our Sites;
- Use our Services as our customer;

- Subscribe for alarm services from an independent security alarm company and receive our Services through our arrangements with that company;
- Have an account on our Sites;
- Sign up through your Vector account for Services provided by our business partner such as Alarm.com; and
- Are listed by a Vector subscriber as their emergency contact.

## **Information From Customers**

The types and sources of personal information we receive or collect will depend on how you interact with Vector or our business partners and may include any of the following.

- Name and/or business name
- Home address and/or business address
- Street address of secured premises
- Home, business, and/or mobile telephone number
- Email address
- Username and password for an online account
- Date of birth (when needed to run a credit report)
- Social Security number (when needed to run a credit report)
- Personal identification code for access to your security system
- Emergency contacts' names, contact information, and identification number (if applicable)
- Information about the specific Services you subscribe for and special instructions
- For personal emergency response services only, age and gender
- Credit, debit, electronic funds transfer ("EFT") information, and/or automated clearing house ("ACH") information, or other payment account number and related transaction information to make payments online
- Credit report information
- Transaction history

## **Information from Operation of the Services**

Depending on the specific Services you subscribe for and the types of devices installed on your premises, your system will transmit data via the Services, including but not limited to:

- When your system is armed or disarmed
- Changes to your system settings
- Automated or manual alerts for intrusion (motion detection), fire, smoke or carbon monoxide level, or a personal medical emergency
- Temporary access to recorded video to further assess a triggering event (if cameras that are configured to transmit this data are installed)

- Temporary access to recorded or live-stream video to further assess a triggering event or based upon a mutually agreed upon schedule (with your authorization if cameras are installed)
- Geofencing information, which can be used to identify when you arrive or, or leave, the premises to automatically activate or deactivate smart devices that are connected to your system
- Presence detection information (using non-video sensing technology), which can provide information about the probability of a human in proximity to the premises that can be used in our alarm response protocols to aid in false alarm reduction and notifications in response to an emergency alarm signal.
- Sensor and device information, including status, usage/activation, battery level, environmental conditions, and other data related to the functioning and purpose of the device or sensor
- Two-way audio for two-way access to the premises (with your authorization if microphones are part of your system and enabled)
- Alarm history, which is a record of the Services we provide for your account including signal activity, inbound and outbound communications with you, any video or audio data used to confirm the triggering event, your emergency contacts, and first responders

## **Information Collected Automatically**

We use first-party and third-party cookies, pixels, local storage, and other internet tracking technologies (collectively referred to as “cookies”) to enable some Site functions to operate and to collect information about how visitors use our Sites and interact with our ads and posts on other websites and social media platforms. The data collected using cookies may include the following:

- Time and duration of your visits to the Sites and account
- Pages viewed and functions used on the Sites and account
- IP address or mobile device identifier, which provide general location information
- Randomly generated ID number
- Device type, browser type, and operating system
- Browsing and search history
- Internet location from which you navigated to our Site and the location you went to when leaving our Site
- Shopping cart activity including when you begin, complete, or abandon a shopping cart transaction
- Transaction activity including making a payment on the Sites and the payment methods used.
- Interactions with our advertisements placed on other websites and social media platforms

For more information about how we use cookies, including how to restrict their use and opt out of targeted advertising, please see the sections titled “How We Use Cookies and

Other Tracking Technologies” and “How You Can Restrict Cookies and Targeted Advertising.”

- Information from Other Sources: Alarm.com and other business partners who provide Services you subscribe for through your Vector account give us access to certain data transmitted by your system and the Services they provide.
- Subcontractors for system services such as installation, repair, alarm monitoring, and video/audio services.
- Credit reports (obtained with your consent).
- Digital data services such as data analytics providers, advertising networks and data enrichment providers and aggregators (that combine information gathered through our Sites and Services with information collected from other online and offline sources). See “How We Use Cookies and Other Tracking Technologies.”
- Commercial marketing sources such as consumer data suppliers/resellers, data brokers that provide consumer information such as age, gender, household income, job industry, and job title.
- Social media services if you choose to interact with us on social media platforms or use features they provide, we may collect personal information the social media platform makes available to us including personal information about your contacts on those services. See “Third-Party Websites, Mobile Applications, Social Media and Links”;
- Publicly available databases.

### **Sensitive Information**

Certain personal information we receive from or about you may be considered “sensitive” under some state laws. When we request sensitive information, we will use that sensitive information only for purposes we reasonably believe you would expect based on the products or services you receive, your interactions with us, or as authorized by law. Unless we request sensitive information for a specific purpose (for example, to process a payment or relating to the composition of your household, or precise geolocation), we ask that you not send or disclose any sensitive information including financial or medical information to us.

### **How We Use Personal Information**

Subject to the terms of this Privacy Policy, Vector may collect and use personal information for the following purposes depending on the Services you receive.

- Establish and maintain your Vector account and our business relations with you;
- Provide Services to you
- Manage, support, and maintain the Services, including responding to your requests, questions, and feedback
- Process payments for Services
- Identify you when you logon to your Vector account;
- Inform you about additional Services that may be of interest to you, unless you have opted out of receiving marketing material from Vector;

- Advertising and marketing, including targeted advertising as explained in “How We Use Cookies and Other Tracking Technologies.” (You may opt-out of targeted advertising as explained in “How You Can Restrict Cookies and Targeted Advertising.”)
- Maintain your alarm history and history of your transactions with us
- Track and measure Site usage to maintain and improve the performance and functionality of our Sites
- Develop information about the characteristics, interests and preferences of Site users
- Detect and address technical issues with our Sites
- Detect and prevent potential fraud or misuse of our Sites or Services.
- Obtain and publish (without identifying you or with your consent) your customer testimonials, comments, and/or reviews including through the Sites and/or third-party platforms such as Google
- Comply with legal requirements
- For other purposes that are consistent with and reasonably expected based on the purposes listed above
- With your consent.

## **Information Sharing and Disclosure**

The operation of our business and Sites involves sharing or allowing third parties to collect or have access to certain personal information consistent with the purposes for which the information was collected or with your express consent. These third parties are subject to confidentiality terms (except first responders). Depending on your interactions with us, these third parties may include:

- Law enforcement, fire service personnel, emergency personnel, local jurisdictions, and other government authorities who provide emergency first responder services;
- Business partners that provide Services directly to you, such as Alarm.com (see “Third-Party Websites, Mobile Applications, Social Media and Links”);
- Third parties that support our Services such as system installation, system monitoring and response, video collection and transmission on our behalf;
- Service providers that provide administrative and information technology support functions on our behalf, such as hosted applications, IT services, data storage, e-mail marketing, credit reporting services, collection agencies and professional services such as accounting and auditing;
- Third parties that provide certain functions and features on our Sites such as “Text Us” and the careers page;
- Billing and payment processors and banks that process payments on our behalf that are made using the Vector online payment portal;
- Authorized dealers for our Services who collaborate with Vector in providing Services;

- Insurance companies and data exchange administrators who request information from Vector to confirm your subscription to Services for purposes of evaluating homeowners' insurance;
- Internet data analytics providers, including Google Analytics and Facebook, which use cookies and other technologies to provide statistical reports and help us analyze usage of our Sites and user demographics;
- Digital advertising networks and servicers, including Google Ads and Facebook, that use cookies and other internet technologies to gather information about your online activities to serve internet advertising, which may be targeted upon a profile of your browsing interests (subject to your right to opt-out), see "How We Use Cookies and Other Tracking Technologies" and "How You Can Restrict Cookies and Targeted Advertising;"
- Local jurisdictions for licensing for other permitting purposes;
- Government and law enforcement when reasonably necessary to comply with applicable law, regulation, legal process, and governmental request;
- Investigators and others when reasonably necessary to protect the security or integrity of our Site, Services, or customers;
- Transaction parties, in connection with a corporate transaction, such as an acquisition, merger, or reorganization; and,
- For any other purpose with your consent.

## How We Use Cookies and Tracking Technologies

Cookies (including pixels, local device storage, web beacons, and similar internet tracking technologies) are used for many purposes including to enable some Site functions to operate. Other cookies are used to collect information about how visitors use our Sites and other websites and social media platforms where we may place advertisements or communicate with you.

We use several types of cookies on our Sites. You may opt-out of data collection using any types of cookies placed on your device or browser except for cookies that are strictly necessary, as explained in "How You Can Restrict Cookies and Targeted Advertising."

**Strictly necessary cookies** are essential for the Sites to function and cannot be switched off in our systems. These cookies do not store your name, e-mail or phone number, IP address or mobile device identifier, or other directly identifying personal information and are deleted when you close your browser.

**Functional cookies** are set in response to actions made by you, such as setting your privacy preferences, logging in to your Vector account, or filling in forms. You can set your browser to alert you about these cookies, but some parts of the Sites will not work if you block these cookies.

**Targeted advertising cookies** may be placed on your device or browser by us or our advertising partners including Google Ads and Facebook Ads. The data transmitted by these third-party cookies enables the advertising networks to build a profile of your preferences and interests and show you advertisements based on your internet

activities over time and across many different websites, applications, and platforms you visit. The data also may be linked across the different devices you use. This type of personalized profile-based advertising is commonly referred to as “targeted advertising.” Although targeted advertising cookies do not store directly identifying personal information, such as your name, e-mail address or phone number, they store data to identify your unique browser or device.

**Social media advertising cookies.** We use the Meta (Facebook) pixel, which is a snippet of code used to collect, for example, purchase information, web activity, IP address, device and browser characteristics, and timestamps of visits. It also enables to analyze the effectiveness of advertisements we post on social media. You can disable it on your browser as described in “How You Can Restrict Cookies and Targeted Advertising.” For information about how Facebook cookies operate and the Meta Privacy Policy, see [https://www.facebook.com/privacy/policies/cookies/?entry\\_point=cookie\\_policy\\_redirect&entry=0](https://www.facebook.com/privacy/policies/cookies/?entry_point=cookie_policy_redirect&entry=0).

**Site analytics** We employ Google Analytics to collect information about usage of our Sites. Google Analytics collects your IP address or mobile device identifier when you visit our Site. Google Analytics also collects specific visitor cookie data, such as the source, medium, and keywords used to visit the Sites, and other information, such as how often users visit the Sites, what pages they visit when they do so, and what other websites they used prior to coming to the Sites. Google Analytics creates a cookie to identify you as a unique user when you visit the Sites again.

For specific information about how Google Analytics may be used to track your personal information and how to restrict the cookies they use, please refer to Google’s privacy practices website. To opt out of being tracked by Google Analytics across all websites, visit <https://tools.google.com/dlpage/gaoptout>.

**E-mail cookies** may be used to give us information such as how you interact with our e-mail communications including whether and when you opened it, what links you clicked within the e-mail, and if it was forwarded.

## **How You Can Restrict Cookies and Targeted Advertising**

As explained in “How We Use Cookies and Other Tracking Technologies,” we may allow third-party analytics services, advertising companies and ad networks (including Google Analytics, Google Ads and Facebook Ads) to track visitor interactions with our Sites. These services and ad networks combine the data collected from our Sites with information collected about your activities on other websites and platforms and use algorithmic tools to direct our advertisements to you and other potentially interested users on other websites and to help us assess whether our online advertising campaigns are successful.

Please note that when you opt out of having cookies used for targeted advertising placed on your browser, it does not mean you will no longer see advertisements from us. It means the digital ads that you do see will not be based on a profile of your interests.

You can select certain privacy preferences and limit some of the ways that cookies are used on the Sites in various ways, including:



- Managing the cookie and privacy settings on your browser.
- Configuring your ad and privacy settings through your accounts on social media and advertising platforms where you have an account (including Google and Facebook).
- Installing the Google Analytics opt-out browser add-on, which is described at the Google Analytics Opt-out Browser Add-on page at <https://tools.google.com/dlpage/gaoptout>.
- Purchasing a utility from an independent software provider that you install on your computer browsers to limit tracking of your browsing activity.

Most browsers have an option for limiting or restricting cookies, which will prevent your browser from either accepting new cookies or allow you to decide whether to accept certain cookies. You can also delete cookies that are already on your browser or device. If you do this, however, it may impact the overall functionality of some features of the Sites and Services. You can also visit the link below for an overview of how to block or delete cookies on the most common browsers: <http://www.allaboutcookies.org>. Vector is not responsible for the effectiveness of, or compliance with, any third parties' opt-out options or programs or the accuracy of their statements regarding their programs.

Information for cookie controls provided by some commonly used browsers is available at the links below:

- Safari on desktop at <https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac> and Safari Mobile (iPhone and iPads) at <https://support.apple.com/en-us/HT201265>: Note that, by default, Safari is engineered to protect you from being tracked from site to site unless you disable Intelligent Tracking Prevention (ITP).
- Firefox: By default, Firefox protects you from cross-site tracking so long as you have not disabled Enhanced Tracking Protection (ETP). See <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox?redirectlocale=en-US&redirectslug=delete-cookies-remove-info-websites-stored>
- Chrome at <https://support.google.com/chrome/answer/95647?hl=en#zippy=%2Cdelete-cookies-from-a-site>
- Microsoft Edge at <https://support.microsoft.com/en-us/windows/microsoft-edge-browsing-data-and-privacy-bb8174ba-9d73-dcf2-9b4a-c582b4e640dd>. Edge is intended to protect you from being tracked between sites.

## **Your Communications Choices.**

*E-mail marketing.* You can opt-out of receiving marketing communications from us by following the “unsubscribe” instructions included in each of our e-mail marketing messages. You can also opt-out by emailing us at the address provided under “Contact Information” below. and providing the names/email address that you want us to remove from our marketing database and add to our ‘Do Not Contact’ list. It may take up to ten days to process your request to unsubscribe from e-mail marketing messages. If you

opt-out of marketing messages, we may still send e-mails to you that involve your account or responses to your questions.

*Text messages.* If you previously gave us permission to send recurring automated promotional and personalized marketing communications to you by text message, you can withdraw that consent at any time by replying STOP to our text message. It may take up to seven days to process your request to STOP text marketing messages.

## **Protection of Personal Information**

Vector uses reasonable technical and organizational measures to safeguard your personal information in a manner that is commensurate with the sensitivity of the different types of personal information we collect. Unfortunately, no form of online data storage or transmission is completely secure. We cannot guarantee the security of the personal information you submit to us or our business partners, that our service providers collect on our behalf, or that we or authorized third parties or collect when you use our Sites. We are not responsible for and do not accept liability for unintentional disclosure beyond our reasonable control.

If you have reason to believe that your personal information has been compromised as a result of the Sites or Services, please contact us immediately as provided under "Contact Information."

We want to remind you that email is not secure against interception. If you submit credit card information and/or EFT/ACH information online, please do not provide your information via unsecured e-mail, text, fax, or general voicemail. Below are more secure methods for you to provide credit card information and/or EFT/ACH information:

- Through our secure payment portal available at [www.vectorsecurity.com/customer/login](http://www.vectorsecurity.com/customer/login);
- Speak live with a Vector Security representative; or
- Provide via encrypted email.

Vector strongly encourages consumers and other customers with access to the payment portal identified in (1) above to make payments through our payment portal. For further information about Vector's safeguarding of credit card, electronic funds transfer, and automated clearing house transactions, please contact us as set forth below under "Contact Information."

You are responsible for choosing a secure username and password when you set up a Vector online account and should take precautions to keep your username and password confidential. Some precautions include, among others:

- choosing a password that you do not use on any other online account;
- not sharing your password with anyone, including anyone who claims to work for us;
- changing your password from time to time; and
- protecting your computer and mobile devices against unauthorized access.

## Retention of Personal Information

We will retain your personal information as long as your Services account is active and to comply with our legal obligations, implement our document retention program, resolve disputes, enforce our agreements, and for marketing purposes. When we no longer have a business or legal reason to keep your personal information, we will delete, destroy, or de-identify (anonymize) the information. In determining retention periods, Vector takes into consideration any contractual obligations, applicable laws, and business considerations we reasonably believe are compatible with your expectations and the purposes for which we collected your personal information.

## Third-party Features, Social Media, and Links

Our Sites may contain links to features, social media, or websites that are owned and operated by third parties. We provide these links for your convenience. Data collection and interactions on any third-party website or service are subject to the third party's privacy practices and policies, not ours. We have no control over and assume no responsibility for the content, accuracy, or privacy practices of any third-party websites or services. For information about how these third-party services collect and manage personal information, please refer to their privacy policies.

*Third-party Features.* Our Sites may use other companies' applications to power some features. These third-party features may be branded with the Vector logo, even though they are not operated or controlled by us. For example, the "Text Us" feature on our Site is operated by Podium. Their terms are linked in the feature and can be found here: <https://legal.podium.com/#aup-us>. We also use a third-party payment processor when you make a payment online using your Vector account and a third-party electronic signature company when you sign a contract with Vector for our Services through the Sites. These third-parties can access your personal information when you use the features they provide on our Sites.

*Social Media.* You may choose to interact with our Sites through your social media account (LinkedIn, X, Facebook, YouTube) by clicking on the social media icon on the Sites, following us on a social media network, or posting a comment to one of our pages. The social media network may send us the information you make available to third parties through the settings on your social media account. This information may include your profile, gender, username, user ID associated with your social media account, age range, language, and other information you permit the social network to share with third parties. We use this information to enable you to use interactive functionalities between our Site and the social media network and allow is to send messages to your social media account about Vector.

*Links to Third-Party Sites.* Our Sites may include links to websites operated by third parties that have information we think may be of interest to you. If you click on a third-party link, you will be directed away from our Site to that third-party website and any information you provide to that third party website will be available to the third-party operator. The third-party website operator may also collect your IP address or device identifier and other internet browsing data and may set a cookie to enable their features to function and track your usage of their website.

## **Accuracy and Accessing Your Personal Information**

It is important that the personal information Vector holds about you is accurate and current. You are responsible for informing Vector of changes to such information. You can update or correct your emergency alert contact list and billing information using your Vector online account or by contacting your local Vector branch office. For other account changes, please contact your local Vector branch office. If you do not know the contact information for your local Vector branch office please visit [www.vectorsecurity.com](http://www.vectorsecurity.com) to search by zip code or click on the Locations tab on our Sites to view a list of all Vector offices. We will make take steps to modify your information promptly in our records.

## **Revisions to this Privacy Policy**

We reserve the right to modify this Privacy Policy at any time. We encourage you to periodically review this page for the latest information on our privacy practices. If we make material changes to this Privacy Notice, we will notify you by updating the date of this Privacy Notice and posting it on our Sites and in app stores where the mobile application for Services covered by this Privacy Policy are available for download. We may (and, where required by law, will) also provide notification of changes in another way that we believe is reasonably likely to reach you, such as via e-mail (if you have an account where we have your contact information) or another manner through our website or third-party mobile application Services.

Any modifications to this Privacy Policy will be effective upon our posting of the new terms and/or upon implementation of the new changes (or as otherwise indicated at the time of posting). In all cases, your continued use of our products or services after the posting of any modified Privacy Policy indicates your acceptance of the terms of the modified Privacy Policy.

## **How to Contact Us**

For any further information related to this Privacy Policy or our management of your personal information, please write, email, or telephone us using the contact information listed below:

- US mail:  
Vector Security, Inc.  
Attention: Privacy  
2000 Ericsson Drive  
Warrendale, PA 15086
- E-mail: [privacypolicy@vectorsecurity.com](mailto:privacypolicy@vectorsecurity.com)
- Toll-free phone: 888-832-8671

## **Texas Residents: Your Texas Privacy Rights**

This section of our Privacy Policy provides additional information for residents of Texas about their rights under the Texas Data Privacy and Security Act of 2024 (“TDPSA”), as amended from time to time. This section applies only to personal information collected

by Vector and explains how Texas residents can submit requests to exercise their rights (“Consumer Requests”).

***Opt-Out of Targeted Advertising.*** Texas residents may opt out of having their information used to provide targeted advertising. For more information about targeted advertising, read the sections “How We Use Cookies and Other Tracking Technologies,” “How You Can Restrict Cookies and Targeted Advertising,” and “Links to Other Websites and Social Network.” As indicated in the section “How We Use Cookies and Other Tracking Technologies,” you can select certain privacy preferences and limit some of the ways that cookies are used on the Sites in various ways, including:

- Managing the cookie and privacy settings on your browser.
- Configuring your ad and privacy settings through your accounts on social media and advertising platforms where you have an account (including Google and Facebook).
- Installing the Google Analytics opt-out browser add-on, which is described at the Google Analytics Opt-out Browser Add-on page at <https://tools.google.com/dlpage/gaoptout>.
- Purchasing a utility from an independent software provider that you install on your computer browsers to limit tracking of your browsing activity.

***Opt-Out of Profiling.*** Texas residents have the right to opt out of the processing of the personal data for the purpose of profiling in furtherance of a decision that produces a legal or similarly significant effect. The term “profiling” refers automated decision-making that is based on using your personal information to analyze or predict your economic situation, health, personal preferences, and other behaviors. Vector does not currently use profiling to make decisions. If a situation arises in which Vector expects to use profiling in a way that would have a legal or other significant effect, we will provide an opportunity for you to opt-out in advance.

***Request to access information.*** Texas residents may request Vector to confirm if Vector is collecting their information. Texas residents also have a right to access the collected information.

***Request to correct inaccuracies.*** Texas residents may also request a correction of inaccuracies in the personal information that is collected by Vector.

***Request to delete information.*** Texas residents may request that information collected by of for Vector be deleted.

***Consent to use or disclosure of sensitive personal information:*** We will only use your Sensitive Information for the purpose disclosed to you at the time we asked you to provide it.

***Request for Portable Data.*** Texas residents have the right to request, if technically feasible, to have their data transferred to a portable readily usable format so that you may transmit the data to someone else.

***Designate an Authorized Agent.*** Texas residents can use a global setting approved by the Texas Attorney General (such as the Global Privacy Control), an Internet

browser setting, or other authorized agent or process to exercise a right to opt-out or submit a personal information request. Vector may require the agent to provide verification of their authority.

**Exercising your TDPSA Rights.** You can submit a request to exercise your rights under TDPSA by using any of the following methods:

- Online privacy request form: [Click Here](#)
- US mail:  
Vector Security, Inc.  
Attention: Privacy  
2000 Ericsson Drive  
Warrendale, PA 15086
- E-mail: [privacypolicy@vectorsecurity.com](mailto:privacypolicy@vectorsecurity.com)
- Toll-free phone: 888-832-8671

**How We Respond to Texas Consumer Requests.** We are legally required to verify your identity before we can fulfil your or your authorized agent's request. We reserve the right to decline to consider repeated requests from a consumer in accordance with TDPSA.

We will confirm receipt of your Consumer Request within ten (10) business days and may request additional information necessary to verify your identity and that you are authorized to make the request. We will respond to any verifiable Consumer Request within forty-five (45) calendar days of receiving it, subject to delays and exclusions as permitted by law. If we require more time to respond, we will let you know the reason and the extension period in writing. If you have an account with us, we may respond via that account. Otherwise, we will use the email address or U.S. Postal address you provided to us when making the request.

If we cannot comply with all or part of your request, we will explain the reasons why. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information readily from one entity to another entity.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. We will not discriminate against you if you make a request to exercise your TDPSA rights.

**Right to Appeal.** If we deny your request, you may appeal the decision by contacting us as described in the section "*Exercising your TDPSA Rights.*" We will review your request and will respond to your request within 60 days from the day we receive the request for appeal, explaining the reason for the decision on appeal. If your request is denied on appeal, you have the right to contact the Texas Attorney General's Office as explained at its website: [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov)

## California Residents: Your California Privacy Rights

This section of our Privacy Policy provides additional information for residents of California under the California Consumer Privacy Rights Act of 2018, as amended by the California Privacy Rights Act of 2020 (together, the “CCPA”).

This section applies only to personal information collected by Vector about California residents and their households, including applicants for positions with Vector and employees and representatives of companies doing business with Vector. This Privacy Policy does not apply to our currently employed or former Vector associates whose personal information is covered in a separate privacy policy.

**Categories, Sources, Purposes for Collecting Personal Information.** The categories and sources of personal information collected by Vector in the preceding 12 months are described in the section of our Privacy Policy called “*Personal Information We Collect.*”

The business or commercial purposes for which we use personal information are described in the section of our Privacy Policy called “*How We Use Personal Information.*”

The categories of third parties who have access to personal information we collect are identified in the section of our Privacy Policy called “*Information Sharing and Disclosure.*”

**Your Requests under the CCPA.** If you are a California resident, you have the right to make requests about your personal information rights as provided in the CCPA (“Consumer Request”) and summarized below.

**Request to Opt-Out from Selling or Sharing Personal Information for Targeted Advertising.** Vector does not sell personal information or share personal information collected from your usage of our Sites with third parties for targeted advertising purposes. For more information about targeted advertising and how to opt-out, see the sections “How We Use Cookies and Other Tracking Technologies,” “How You Can Restrict Cookies and Targeted Advertising,” and “Links to Other Websites and Social Network.”

**Request for Access.** You can request to know the following about your personal information we have collected about you:

- The categories of your personal information we collected.
- The categories of sources from which personal information is collected.
- The categories of your personal information we disclosed for a business purpose and the categories of persons to whom such personal information was disclosed for a business purpose.
- The categories of personal information we sold or shared for targeted advertising and the categories of persons to whom such personal information was sold or shared for targeted advertising. Please note that Vector does not sell personal information or share it for purposes of targeted advertising.
- Specific pieces of personal information collected about you (except for sensitive personal information which we will describe but not transmit).



**Request for Deletion.** You may request that we delete personal information which we have about you, subject to a range of exclusions permitted by law. We are not required to delete personal information if it is necessary to complete a transaction, used reasonably for an ongoing business relationship, or used internally in a lawful manner that is compatible with the context in which you provided the information.

We will confirm receipt of your request within ten (10) days and follow appropriate procedures to verify the identity and authority of the person submitting the request. If your request to delete information is verified, we will delete (and direct our service providers and contractors to delete) all or part of the requested personal information from our (and their) records, unless an exclusion applies. If we are unable to fulfill all or part of your request, we will let you know why (for example, if we have a permitted reason to retain certain information if the identity of the requesting person cannot be verified). For technical reasons and to maintain anonymous business statistics, we may de-identify (anonymize) personal information rather than erase it completely from our systems. We do not delete or de-identify job applicant information except where required by law.

The process by which we verify and respond to your requests is explained below under “How to Submit and How We Verify a Request.”

**How to Submit a Consumer Request** You may submit a Consumer Request by contacting us in any of the following ways:

- Online privacy request form: [Click Here](#)
- US mail:  
Vector Security, Inc.  
2000 Ericsson Drive  
Warrendale, PA 15086
- E-mail: [privacypolicy@vectorsecurity.com](mailto:privacypolicy@vectorsecurity.com)
- Toll-free phone: 888-832-8671

**How We Verify a Consumer Request.** We are legally required to verify your identity before we can fulfil your or your authorized agent’s request. To verify certain requests, we may need to verify your identity by confirming information we have on file for you, including email address, phone number, full name, address and other personal information. If you make a request on behalf of someone else, we will need to verify your authority to make that request. We reserve the right to deny a consumer request if the identity or authority of the requesting party cannot be confirmed. Only you, or someone legally authorized to act on your behalf, may make a Consumer Request related to your personal information. We may require written proof of an agent’s permission to make a request on your behalf, and we may need to verify your identity directly.

**Authorized Agent.** California consumers may designate an authorized agent to act on their behalf to submit a personal information access request or a request for deletion of personal information. An authorized agent may be a natural person or a business entity registered with the Secretary of State. An authorized agent must also submit to us written proof of their authorization to act on the consumer’s behalf.



***How We Respond to California Consumer Requests.*** We will confirm receipt of your Consumer Request within ten (10) business days and may request additional information necessary to verify that you are authorized to make the request. We will respond to any verifiable consumer request within forty-five (45) calendar days of receiving it, subject to delays and exclusions as permitted by law. If we require more time to respond, we will let you know the reason and the extension period in writing. If you have an account with us, we may respond via that account. Otherwise, we will use the email address or U.S. Postal address you provided to us when making the request.

If we cannot comply with all or part of your request, we will explain the reasons why. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information readily from one entity to another entity. Please note that you may only submit a request to know what personal information we have about you twice within a 12-month period.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. We will not discriminate against you if you make a Consumer Request.

***Financial Incentive Programs.*** We may offer you certain financial incentives permitted by the California law to encourage consumers to provide personal information. These incentives may result in different prices, rates, or quality levels of products or services if reasonably related to the value of your personal information and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt-in consent, which you may revoke at any time. Vector does not currently offer financial incentive programs.

***California Rights under “Shine the Light” Law.*** California residents may request a list of the types of customer information we provided to third parties for their direct marketing purposes and the names and addresses of all third parties with which we have shared such information during the past calendar year. We will provide the information to you free of charge within 30 days of your request. To request that we provide you with such information, please send a written request to [privacy@vectorsecurity.com](mailto:privacy@vectorsecurity.com). Within thirty (30) days of receiving your request, we will provide you with the information at the address you designate in your request, which may be an email address or physical address.

*This Privacy Policy was last updated July 2024.*