

# HomePoint Security LLC

## Privacy Policy

**Effective Date: August 2026**

At **HomePoint Security LLC**, doing business as HomePoint Security (“HomePoint,” “we,” “our,” or “us”), we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, when we may share it, and the choices available regarding your information.

By using our website, requesting a quote, scheduling an installation, purchasing products or services, or otherwise interacting with HomePoint Security, you acknowledge that you have read this Privacy Policy.

### 1. Information We Collect

We may collect information you voluntarily provide to us, including:

- Full name
- Email address
- Telephone number
- Property address
- Billing address
- Payment and transaction information
- Installation preferences
- Photographs you provide
- Messages submitted through our website or contact forms
- Appointment and service information
- Any additional information you choose to provide

We may also automatically collect certain technical information when you visit our website, including:

- IP address
- Browser type
- Device information
- Operating system
- Pages visited
- Website interactions
- Referring websites
- Cookies and similar technologies

## **2. How We Use Your Information**

We may use your information to:

- Provide quotes and estimates
- Schedule and perform installations
- Process payments and deposits
- Communicate regarding appointments and services
- Provide customer support
- Respond to inquiries
- Improve our website, products, and services
- Verify customer information
- Prevent fraud, misuse, or abuse
- Maintain business and transaction records
- Process warranty or equipment-related requests
- Comply with legal obligations
- Enforce our agreements and policies

We may also use contact information to communicate with customers about HomePoint services, promotions, or relevant business updates where permitted by law. Customers may opt out of promotional communications as described in those communications.

## **3. Payment Information**

HomePoint Security does not intentionally store complete credit-card or debit-card numbers on its own servers.

Payments may be processed through third-party payment processors. Those providers may collect and process payment information according to their own privacy and security practices.

HomePoint may retain transaction information such as payment status, amount, date, invoice information, and limited payment-method information necessary for business records.

## **4. Information Sharing**

**HomePoint Security does not sell your personal information.**

We may disclose information when reasonably necessary to operate our business or provide requested services, including to:

- Payment processors
- Scheduling and booking providers
- Website and technology providers
- Manufacturers when assisting with warranty or equipment claims
- Insurance providers

- Professional advisors, including attorneys and accountants
- Contractors or service providers assisting HomePoint
- Government agencies, courts, or other parties when required or permitted by law

We may also disclose information when reasonably necessary to protect HomePoint, our customers, our employees, or others; investigate suspected fraud or unlawful activity; or establish, exercise, or defend legal claims.

## **5. Security Camera Accounts, Video & Recordings**

HomePoint may assist customers with configuring security cameras, local storage, manufacturer applications, accounts, Wi-Fi connectivity, and related features during installation.

Unless separately agreed to in writing, **HomePoint does not provide ongoing monitoring of customer cameras and does not routinely access, collect, store, or control customer video recordings after installation.**

Ownership and control of recordings stored on customer equipment or through third-party manufacturer services remain subject to the customer's equipment, account settings, and applicable third-party terms.

Customers are responsible for maintaining the security of their camera accounts, passwords, devices, applications, networks, and stored recordings after installation.

## **6. Installation Photos**

HomePoint may photograph installation areas before, during, or after installation when reasonably necessary for:

- Installation documentation
- Quality assurance
- Workmanship records
- Warranty support
- Insurance or claim documentation
- Technician training or internal operational purposes

HomePoint will not intentionally use photographs that identify a customer's private property for public advertising or marketing without appropriate permission.

## **7. Cookies & Website Technologies**

Our website may use cookies and similar technologies to operate website features, remember preferences, understand website usage, measure advertising effectiveness, and improve the customer experience.

Third-party website, analytics, advertising, booking, or payment providers may also use technologies subject to their own policies.

Most browsers allow users to manage or disable cookies. Some website features may not function properly when certain cookies are disabled.

## **8. Data Security**

HomePoint uses commercially reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, loss, misuse, or disclosure.

However, no internet transmission, computer system, or electronic storage method can be guaranteed to be completely secure. HomePoint therefore cannot guarantee absolute security.

## **9. Data Retention**

We retain personal information for as long as reasonably necessary for purposes including:

- Providing and documenting services
- Maintaining business and accounting records
- Supporting warranties and customer service
- Complying with legal, tax, or regulatory obligations
- Resolving disputes
- Preventing fraud
- Enforcing our agreements

When information is no longer reasonably required, it may be deleted, anonymized, or otherwise disposed of in accordance with applicable requirements and our business practices.

## **10. Third-Party Services**

HomePoint's website, equipment, or services may interact with or link to third-party websites, applications, manufacturers, payment processors, or other services.

HomePoint does not control the privacy, security, availability, or data-handling practices of independent third parties. Customers should review the applicable third party's privacy policies and terms when using those services.

## **11. Children's Privacy**

HomePoint's website and services are not directed toward children under the age of 13, and HomePoint does not knowingly collect personal information directly from children under 13 through its website.

If we learn that personal information from a child under 13 has been collected in circumstances requiring deletion, we will take reasonable steps to address the information as required by applicable law.

## **12. Your Privacy Choices**

Subject to applicable law and appropriate identity verification, you may contact HomePoint to:

- Ask what personal information we maintain about you
- Request correction of inaccurate information
- Request deletion of certain information where appropriate
- Opt out of promotional communications
- Ask questions regarding our privacy practices

Certain information may need to be retained for legal, tax, accounting, warranty, fraud-prevention, contractual, or other legitimate business purposes.

## **13. Business Transfers**

If HomePoint Security LLC is involved in a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction, customer information may be transferred or disclosed as part of that transaction, subject to applicable law.

## **14. Changes to This Privacy Policy**

HomePoint Security LLC may update this Privacy Policy from time to time.

The updated policy will identify its effective date. Changes will apply as permitted by applicable law.

## **15. Contact Us**

Questions or requests concerning this Privacy Policy or HomePoint's handling of personal information may be directed to:

**HomePoint Security LLC**  
**HomePoint Security**  
**homepoint.life**

Thank you for trusting HomePoint Security with your installation and information.