



PRIVACY POLICY

Building AI Solutions, LLC
Effective Date: January 9, 2026
Last Updated: April 9, 2026

AT A GLANCE

Who We Are	Building AI Solutions, LLC — operator of the aida™ smart building platform
Data Controller	Building AI Solutions, LLC (for personal data collected through the Platform)
Data We Collect	Account info, building/sensor data, usage analytics, device data, and communications
How We Use It	To operate the Platform, improve our services, ensure security, and comply with law
Do We Sell Data?	No. We do not sell personal information to third parties.
Your Rights	Access, correct, delete, restrict, or port your data (see Section 9)
Retention	Retained as long as your account is active or as required by law (see Section 7)
Contact	[privacy@buildingaisolutions.io] • buildingaisolutions.io

1. INTRODUCTION

Building AI Solutions, LLC (“Company,” “We,” “Us,” or “Our”) operates the aida™ AI-powered smart building platform (the “Platform” or “Service”). This Privacy Policy explains how we collect, use, disclose, and protect personal information and building data when you access or use our Platform, website, or related services.

This Policy applies to:

- End users of the aida™ Platform (building managers, facility operators, and occupants);
- Licensees and enterprise customers who deploy the Platform within their facilities;
- Visitors to our website at buildingaisolutions.io; and
- Any individual whose personal data we process in connection with our services.

By using the Platform or our website, you acknowledge that you have read and understood this Privacy Policy. If you do not agree, please discontinue use of the Platform and contact us to request deletion of your data.

2. INFORMATION WE COLLECT

We collect information in three ways: information you provide directly, information collected automatically through the Platform, and information received from third-party sources.

2.1 Information You Provide Directly

- **Account Registration:** Name, email address, job title, company name, phone number, and login credentials when you create or manage an aida™ account.
- **Communications:** Messages, support requests, feedback, and inquiries you submit to us via email, chat, or contact forms.
- **Configuration Data:** Building layouts, zone definitions, system preferences, policy settings, and device configurations you enter into the Platform.
- **Billing Information:** Payment method details and billing address, processed securely through our third-party payment processors. We do not store full credit card numbers.

2.2 Information Collected Automatically

When you use the Platform, we and our service providers automatically collect:

- **Building & Sensor Data:** Real-time and historical readings from connected IoT devices, including temperature, humidity, CO₂ and air quality sensors, particulate matter sensors, occupancy sensors, lighting levels (lux), energy consumption (kWh), shade position, and PoE desk activity.
- **Occupancy & People Count Data:** Aggregated and zone-level occupancy counts used to optimize building systems. Where identifiable, this data is treated as personal data under applicable law.
- **Usage and Log Data:** IP addresses, browser type, operating system, pages visited, features accessed, timestamps, session duration, error logs, and click-stream data.
- **Device Information:** Device identifiers, hardware model, firmware version, and network information for connected building devices and user access devices.
- **Location Data:** Building address and zone-level location data associated with sensor deployments. We do not collect precise GPS data from individual occupant mobile devices without explicit consent.
- **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar technologies on our website and Platform dashboard. See Section 10 for details.

2.3 Information from Third Parties

- **Integration Partners:** If you connect the Platform to third-party services (e.g., HVAC controllers, BMS platforms, calendar or booking systems), we may receive data from those services as necessary to deliver the integrated functionality.
- **Licensees:** Enterprise customers who deploy aida™ may provide us with their employees' or occupants' data to enable the Service. In these cases, the Licensee is the data controller and we act as a data processor.
- **Public Sources:** Publicly available information such as building permit data or address directories, used solely to verify facility configurations.

3. HOW WE USE YOUR INFORMATION

We use the information we collect for the following purposes:

3.1 Platform Operations

- Authenticate users and manage account access;
- Deliver, configure, and operate the aida™ Platform and its features;
- Process commands and execute automated building control policies (lighting, HVAC, shading, energy management);
- Display real-time dashboards and generate performance reports; and
- Support PoE desk management, occupancy tracking, and space utilization analytics.

3.2 Service Improvement & AI Development

- Analyze aggregated and de-identified usage patterns to improve Platform performance, accuracy, and feature development;
- Train and refine our AI and machine learning models using de-identified and aggregated building performance data;
- Conduct research and analytics to enhance predictive maintenance capabilities; and
- Benchmark energy efficiency and comfort metrics across our customer base (in de-identified form only).

3.3 Communications

- Respond to your support requests, inquiries, and feedback;
- Send transactional communications such as account confirmations, system alerts, and maintenance notifications;
- Send product updates, feature announcements, and marketing communications where you have opted in or where permitted by law; and
- Conduct satisfaction surveys and gather feedback to improve our services.

3.4 Security & Compliance

- Detect, investigate, and prevent unauthorized access, fraud, and security threats;
- Enforce our Terms of Use, EULA, and other agreements;
- Comply with applicable laws, regulations, and legal obligations; and
- Respond to lawful requests from government authorities.

3.5 Business Operations

- Process payments and manage billing relationships;
- Perform business analytics and financial reporting;
- Evaluate and execute corporate transactions (e.g., mergers, acquisitions) in compliance with applicable law; and
- Fulfill other purposes disclosed to you at the time of collection, or for which you have provided consent.

4. LEGAL BASIS FOR PROCESSING (GDPR & EEA USERS)

If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, we process your personal data under one or more of the following legal bases:

- **Contract Performance:** Processing is necessary to provide you with the Platform and services you have requested or to enter into an agreement with you.
- **Legitimate Interests:** Processing is necessary for our legitimate business interests, including improving our Platform, ensuring security, and operating our business, provided those interests are not overridden by your rights and interests.
- **Consent:** Where required by law, we will ask for your explicit consent before processing, particularly for certain marketing communications or non-essential cookies.
- **Legal Obligation:** Processing is necessary to comply with our legal obligations, including tax, regulatory, and record-keeping requirements.
- **Vital Interests:** In rare circumstances, processing may be necessary to protect the vital interests of an individual.

You may withdraw consent at any time where consent is the legal basis for processing. Withdrawal does not affect the lawfulness of processing carried out prior to withdrawal.

5. HOW WE SHARE YOUR INFORMATION

We do not sell, rent, or trade personal information. We may share your information in the following limited circumstances:

5.1 Service Providers

We engage trusted third-party vendors to help us operate the Platform, including cloud hosting providers, analytics services, payment processors, customer support platforms, and email delivery services. These providers access your data only as necessary to perform services on our behalf and are contractually bound to maintain appropriate confidentiality and security standards.

5.2 Licensees and Authorized Administrators

If you access aida™ through an enterprise Licensee (e.g., your employer or building operator), that Licensee may have administrative access to your account data and activity within their deployment. Please review your organization's own privacy policies in addition to this one.

5.3 Third-Party Integrations

When you enable integrations with third-party systems (e.g., HVAC platforms, BMS controllers, booking software), we share the data necessary to enable that integration. Your use of any third-party service is governed by that service's own terms and privacy practices.

5.4 De-Identified & Aggregated Data

We may share aggregated, de-identified data — data that cannot reasonably be used to identify you or your organization — for industry research, benchmarking, product improvement, and marketing purposes. This data is not personal information.

5.5 Legal & Regulatory Disclosures

We may disclose your information if required to do so by law, subpoena, court order, or regulatory request, or if we believe in good faith that disclosure is necessary to: (a) comply with a legal obligation; (b) protect the rights, property, or safety of Building AI Solutions, our customers, or the public; or (c) detect, prevent, or address fraud or security issues.

5.6 Business Transfers

In connection with a merger, acquisition, sale of assets, or other corporate transaction, your information may be transferred to a successor entity. We will notify you of any such transfer and any material changes to this Privacy Policy as required by applicable law.

6. DATA RETENTION

We retain personal information for as long as your account is active, as necessary to provide the Service, and as required or permitted by applicable law. Our general retention practices are as follows:

- **Account Data:** Retained for the duration of your account and for up to 3 years following account closure, unless a shorter period is required by law.
- **Building & Sensor Data:** Operational sensor data is retained for up to 24 months in active storage for trend analysis and predictive maintenance. Older data may be archived or deleted at our discretion.
- **Usage Logs:** System access and activity logs are retained for up to 12 months for security and compliance purposes.
- **Communications:** Support and inquiry records are retained for up to 3 years.
- **Financial Records:** Billing and payment records are retained for up to 7 years to satisfy tax and accounting obligations.
- **De-Identified Data:** May be retained indefinitely for research, analytics, and service improvement purposes.

When retention periods expire, we securely delete or anonymize your data. You may request earlier deletion as described in Section 9.

7. DATA SECURITY

We implement industry-standard technical and organizational security measures to protect your personal information against unauthorized access, disclosure, alteration, and destruction. Our security practices include:

- Encryption of data in transit using TLS and at rest using AES-256 or equivalent standards;
- Role-based access controls and least-privilege principles for internal data access;
- Regular security assessments, vulnerability scanning, and penetration testing;
- Multi-factor authentication requirements for administrative access;
- Incident response procedures and breach notification protocols; and
- Employee training on data handling, security practices, and privacy obligations.

No security system is impenetrable. While we strive to protect your data, we cannot guarantee absolute security. In the event of a data breach that is likely to result in a risk to your rights and freedoms, we will notify you and applicable regulatory authorities as required by law.

8. INTERNATIONAL DATA TRANSFERS

Building AI Solutions is headquartered in the United States. If you are located outside the United States, your information will be transferred to and processed in the U.S., where data protection laws may differ from those in your jurisdiction.

For transfers of personal data from the EEA, UK, or Switzerland to the U.S., we rely on appropriate safeguards including Standard Contractual Clauses (SCCs) approved by the European Commission, or other lawful transfer mechanisms as required. You may request a copy of applicable transfer safeguards by contacting us at the address listed in Section 13.

9. YOUR PRIVACY RIGHTS

Depending on your location and applicable law, you may have the following rights with respect to your personal information:

9.1 Rights Available to All Users

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request that we correct inaccurate or incomplete personal information.
- **Deletion:** Request that we delete your personal information, subject to certain legal exceptions.
- **Restriction:** Request that we restrict processing of your personal information in certain circumstances.
- **Portability:** Request your personal information in a structured, machine-readable format.
- **Objection:** Object to processing based on our legitimate interests.
- **Withdraw Consent:** Where processing is based on consent, withdraw that consent at any time.

9.2 California Residents (CCPA/CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA):

- **Right to Know:** Request disclosure of the categories and specific pieces of personal information we have collected about you, and the purposes for which it is used.
- **Right to Delete:** Request deletion of personal information we have collected, subject to certain exceptions.
- **Right to Correct:** Request correction of inaccurate personal information.
- **Right to Opt-Out of Sale or Sharing:** We do not sell or share personal information for cross-context behavioral advertising.
- **Right to Limit Use of Sensitive Personal Information:** Where applicable, limit the use of sensitive personal information to specific, permitted purposes.
- **Right to Non-Discrimination:** We will not discriminate against you for exercising your CCPA/CPRA rights.

To submit a California privacy request, contact us at [privacy@buildingaisolutions.io] or via the contact information in Section 13. We will respond within 45 days, with a possible 45-day extension where reasonably necessary.

9.3 EEA / UK / Swiss Residents

If you are located in the EEA, UK, or Switzerland, you have the rights described in Section 9.1 under the General Data Protection Regulation (GDPR) or UK GDPR. To exercise these rights, contact our privacy team at [privacy@buildingaisolutions.io]. You also have the right to lodge a complaint with your local data protection authority.

9.4 How to Submit a Request

To exercise any of the above rights, please contact us by:

- Email: [privacy@buildingaisolutions.io]
- Web form: [buildingaisolutions.io/privacy-request]
- Mail: [Mailing Address]

We may need to verify your identity before fulfilling your request. We will respond within the timeframe required by applicable law (generally 30–45 days). Some requests may be subject to legal exceptions, and we will notify you if we are unable to fulfill a request and explain the reason.

10. COOKIES & TRACKING TECHNOLOGIES

We use cookies and similar tracking technologies on our website and Platform dashboard. Cookies are small text files placed on your device that help us recognize you and remember your preferences.

10.1 Types of Cookies We Use

- **Essential Cookies:** Required for the Platform and website to function. These cannot be disabled without impacting functionality.
- **Performance & Analytics Cookies:** Help us understand how users interact with the Platform, identify errors, and improve performance.
- **Functional Cookies:** Remember your preferences and settings (e.g., language, dashboard layout).
- **Marketing Cookies:** Used to deliver relevant communications and measure campaign effectiveness. Only deployed where permitted by law and with appropriate consent.

10.2 Managing Cookies

You can manage your cookie preferences through your browser settings or through our cookie consent tool (where available). Note that disabling certain cookies may affect Platform functionality. For more information on managing cookies, visit www.allaboutcookies.org.

11. SMART BUILDING & AI-SPECIFIC DATA PRACTICES

Because aida™ is an AI-powered smart building platform that processes IoT sensor data, we want to be transparent about certain data practices specific to our technology:

11.1 Sensor & Occupancy Data

The aida™ platform uses environmental sensors and occupancy detection to automate building systems. Occupancy data is used exclusively to adjust lighting, HVAC, shading, and energy systems within the facility. We do not use occupancy data for surveillance, individual behavioral profiling, or tracking the movements of specific individuals outside the building management context. Where People Count data is considered personal data under applicable law, it is processed with appropriate safeguards and retained only as long as necessary for operational purposes.

11.2 AI & Automated Decision-Making

aida™ uses artificial intelligence to automate certain building functions, including energy optimization, lighting adjustments, and predictive maintenance alerts. These automated actions are based on sensor data and pre-configured policies set by your facility administrator. We do not use automated decision-making that produces legal or similarly significant effects on individuals without human oversight. If you have concerns about any automated action taken by the Platform, contact your facility administrator or our support team.

11.3 Model Training

We may use de-identified and aggregated building performance data to train, validate, and improve our AI models. This data is stripped of all personal identifiers prior to use in model training. We do not use your individually identifiable building data to train AI models without your explicit agreement in a separate data processing addendum.

11.4 Third-Party Device Integrations

When aida™ integrates with third-party devices or platforms (e.g., HVAC controllers, access control systems, desk booking software), data may flow between systems as required for functionality. We are not responsible for the data practices of third-party device manufacturers or software providers. We encourage you to review the privacy policies of any third-party systems connected to your aida™ deployment.

12. CHILDREN'S PRIVACY

The aida™ Platform is designed for use by businesses and professional facility operators and is not directed at children under the age of 13 (or 16 in certain jurisdictions). We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected personal data from a child, we will promptly delete it. If you believe we may have collected data from a child, please contact us at [privacy@buildingaisolutions.io].

13. THIRD-PARTY LINKS

The Platform and our website may contain links to third-party websites, applications, or services. This Privacy Policy applies solely to Building AI Solutions and does not cover any third-party sites or services. We encourage you to review the privacy policies of any third-party services you visit. We are not responsible for the content or privacy practices of third-party sites.

14. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make material changes, we will:

- Update the “Last Updated” date at the top of this Policy;
- Notify you via email (to the address associated with your account) or through a prominent notice on the Platform dashboard; and
- Where required by applicable law, obtain your consent before implementing material changes.

We encourage you to review this Policy periodically. Your continued use of the Platform after the effective date of any update constitutes your acceptance of the revised Policy.

15. CONTACT US

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

Building AI Solutions, LLC

Attn: Privacy & Legal

Email: [privacy@buildingaisolutions.io]

Website: buildingaisolutions.io

[Mailing Address]

If you are located in the EEA or UK and have concerns about our data practices that we have not resolved, you have the right to lodge a complaint with the data protection authority in your country of residence.

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