

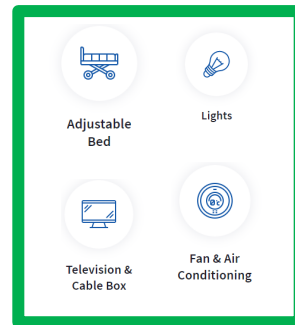
THE SMARTech SERVICE AND YOUR PRIVACY

Welcome to the **SMARTech Service**!

The Service has 2 parts:



Google Assistant



Emitto by Novalte

Some people may have privacy concerns when using technology in their private space. These concerns depend on what is important to them, their opinions, and what they like to do. For example, some people watch internet TV for the free channels even if they receive ads afterwards that reflect their interest and buying preferences.

This pamphlet offers information about how to protect your privacy as you enjoy the **SMARTech Service**.

HOW YOUR TECHNOLOGY WORKS

Google Assistant can answer questions, help you search online and play videos.

Hey Google, what's the weather?

Hey Google, Call Joanne.

Google Assistant has a camera and a Microphone that allows you to make video calls.

The **Google Assistant** is always on and listening for the “wake-up word”, “**Okay Google**,” or “**Hey Google**”.

“Okay Google”

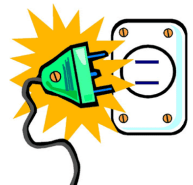


To control equipment in your room, say “**Okay Google**, Talk to **Helping Hand**”

The more you talk to your **Google Assistant**, the smarter it gets. It learns what you like, how you talk, the things you look up and your favorite commands.



Your **Google Assistant** only works if connected to the internet and has power.

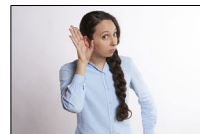


PRIVACY AND YOUR GOOGLE HOME

Your **Google Assistant** only recognizes your voice. No one can use it without your permission.



Google records what you say to your **Google Assistant** after you say the “wake-up” word.



Your **Google Assistant** sends your command away to the internet for answers. Your request could go anywhere in the world.



Google Assistant and **Helping Hand** remember conversations they have with you.

Google remembers information until you delete it and keeps some information even after you delete it (they remove things that identify you).

It can take months for deleted activity to disappear. For example, after you delete a search, **Google** remembers you searched for something, but not what you searched for. **Google** does this to help them improve service. They also keep information for business or legal reasons.

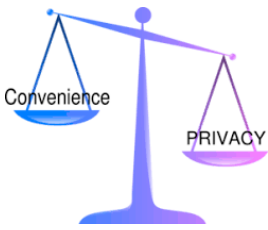
SMART devices also collect information, such as how many times you use your TV. This information can be used to predict the channels you watch or what you may want to buy. One reason they do this is to send ads tailored to your interests and buying preferences.





What Information Novalte Collects:	Why Novalte Collects it:
Email address, phone number and address.	So their customer support agents can contact you and help if you have issues. Only customer support staff access this information.
Your name, the email address and profile picture for the Google account used to connect to Helping Hand.	To connect Google to your equipment so your equipment can follow your voice commands.
A text transcript of your training session. The video will not be saved.	To train their system and new customer support agents.
A text version of what you say to Helping Hand for the first 6 months after you get your equipment.	To assist with training and improvements to Novalte's system. Novalte only has access to what you say when you speak to Helping Hand.
A record of the date and time you use the equipment.	To help them fix issues you may have and keep improving their system.

Novalte does not share your information without asking you.



YOUR PRIVACY

Helpful
Tips

- ✓ Only say yes to a request for information if it makes sense given your question. For example, **Google** needs to know where you are to tell you about the weather.
- ✓ Use the switch on the back of the device at the top if you want to turn off BOTH the microphone and camera.
- ✓ If you are having a private conversation, or are concerned about privacy, you can turn off your **Google Assistant**. Your service stops until you turn it on again.
- ✓ Choose to automatically delete activity every 3 months, 18 months, or 36 months. Say "**Okay Google**, delete today's activity" or "**Hey Google**, delete this week's activity".
- ✓ If you delete activity, your **Google Assistant** has to start learning again. It takes time to re-learn how to personalize your responses, such as playing your favourite music.