

Privacy notice

Effective date: December 15, 2025

DOOR Systems, Inc. and its affiliates (“DOOR,” “we,” “our,” or “us”) respect your privacy and are committed to protecting your Personal Information. “Personal Information,” also known as “personally identifiable information,” “personal data,” or “PII,” is information that directly identifies you or is capable of being reasonably associated with you and may include, where applicable, your name, physical address, email, telephone number, username and password, and other information, as specified below.

This Privacy Notice and Data Protection Practices (the “Notice”) describes our data privacy practices with respect to your use of any DOOR-branded or Latch-branded products, devices, software, technology, features, services, and applications (the “Products and Services”), as well as the use of our websites, unless a separate privacy notice applies. The Products and Services are intended for use in the United States of America and Canada only.

The Products and Services can be useful to many people acting in various capacities. If you own a DOOR-branded or Latch-branded device as a multi-family building owner, are authorized to act on behalf of a building owner (for example, as a property manager), or as an individual who purchased a DOOR or Latch device for the use on your property, then you are considered an “Owner” under this Notice

If you are a leaseholder in a unit or space equipped with a Door-branded or Latch-branded device that was purchased by an Owner and have been authorized by the Owner to control that device, then you are a “Resident.” If you personally purchased a Door-branded or Latch-branded device for your own property, you may be considered both an “Owner” and a “Resident.”

If you have been invited by an Owner or Resident to access a space or building equipped with Door or Latch devices but do not live in or manage that space or building, then you are considered a “Guest.” Guests include visitors, service providers, or short-term renters, as set up by Owners or Residents.

If you are an independent service provider, you can be set up as a “Worker.” This user type may include HelloTech service technicians, cleaners, dog walkers, and maintenance personnel.

It is possible that you may be more than one of these four user types if you use the Products and Services in different capacities. Collectively, Owners, Residents, Guests, Workers, and any other individuals using the Products and Services are all “Users” (or “you” or “your”).

This Notice does not govern the practices of third parties, including our partners and third-party service providers, except to the extent we share Personal Information with them in accordance with this Notice. Any information you provide directly to a third party, even if you access their website or services through ours, will be governed by the third party’s privacy policy and terms of use, and not this Notice. Please review such third party policies and terms of use.

By using our Products and Services, you agree to our Terms of Service and this Notice. If you do not agree to our Terms of Service and this Notice, you may not use our Products and Services, and must uninstall any related downloads or applications.

1. COLLECTION OF PERSONAL INFORMATION

When you use our Products and Services, we collect certain Personal Information about you. This information may be collected in several ways, including directly from you when you choose to give it to us, from the multi-family property or single-family home Owners, from your use of the Products and Services, and from third parties.

1.1 Personal Information You Choose to Give Us

We may collect Personal Information when you use certain features of the Products and Services, such as set up or use of your account, access spaces, share access with others, communicate with us, or make comments. We may ask you to provide certain Personal Information at various places and times and through different interfaces or mechanisms within the Products and Services. This may include, for example, when you fill out and submit forms, including when you purchase Door or Latch Products and Services online, initiate payments to us or third parties through the Products and Services, participate in promotions, or when you post information to an interactive chat feature. We may also collect Personal Information when you subscribe to email communications from us or contact us by email or phone, including when you contact our Customer Support, where we record and monitor all service calls for quality assurance and training purposes.

1.2 Personal Information We Obtain from the Property Manager or Owner

If you are a Resident, Guest, or Worker in a multi-family building, you should know that the Products and Services are purchased and installed by Owners who are our customers, and that we collect your Personal Information for the purposes of providing Owners with our Products and Services. We also provide you with Products and Services, but only to the extent that the Owner has enabled us to do so.

If you are a Resident in a multi-family building, we will receive your Personal Information from the Owner to allow us to set up your account, so that you can begin accessing spaces equipped with our Products. This may include your full name, physical address, email address, phone number, and your lease move-in/move-out dates.

The Owner will transfer your Personal Information to us pursuant to their privacy policy and, where applicable, with your consent. Once we receive your Personal Information from the Owner, we will further process and share it, as needed to provide the Products and Services, and in accordance with this Notice.

If you reside in or visit a single-family home, the Owner who purchased and installed the Products and Services in the home may provide us with your Personal Information so we can set up your account. This may include your full name, the physical address of the property where you reside or that you will visit (depending on whether you share a residence with the Owner or are visiting the home), email address, phone number, and, if you are a visitor, your visit dates.

Owners are responsible for obtaining any required consent from individuals whose Personal Information they share with us.

1.4 Personal Information We Obtain Through Your Use of the Products and Services

When you access or use our Products and Services, we collect certain information about your activities. This may include:

- Your door access history (including timestamps and, where applicable, images and videos) at private and common doors when you use our access or security devices, including readers, locks, cameras, and intercoms;
- Your geolocation, with your permission; details about your usage of Door smart devices (for example, temperature and humidity monitors, water leak detectors, connected power and light switches, motion detectors);
- Your history of communications with us (for example, when you contact our Customer Support);
- Your payment history (for example, when you purchase products through our website; and
- Your use of our websites and applications, including behavior data. This information includes both Personal Information and non-Personal Information related to your use of the Products and Services.

When you use our apps from a mobile phone, computer, or other personal device, we also automatically collect device-specific information such as unique device identifiers, network information, IP address, hardware model, operating system, the ways in which your personal device interacts with DOOR, and device status. When you visit our websites, we may also track your usage information, including your location data, what links you clicked on, your IP address, and certain other available information.

We rely on your geolocation to provide you with some of our Services. For example, if you use DOOR Link (our virtual intercom), for security purposes, we will request you to allow us to access your location to verify that you are physically near the building before allowing you to contact building Residents using the DOOR Link. If you are set up in the app as a Worker (an independent service provider), with your permission, we will access and share your location with the User who created the work order for your services. In such instances, we will stop sharing your location with the User once you indicate in the app that the work order has been resolved. Furthermore, because DOOR relies on Bluetooth functionality, some smartphone operating systems may require you to enable location services in order to use the Bluetooth functionality of the DOOR App or the Latch App. We do not track your location unless you give us permission. To better understand how your personal device manufacturer uses your location information, we recommend familiarizing yourself with their privacy policies and terms of service.

Access History

Your access history consists of access information (or access events, or access logs) captured by our access devices when you initiate an unlock. Access events are sometimes accompanied by photos. At private doors, for example, some of our access devices may capture an image when an incorrect doorcode is entered. This is done for security purposes, so that you and the Owner can see who attempted an incorrect code at your door. At common doors in multi-family buildings (e.g., building amenities room),

for building security purposes, our readers may capture images of all unlocks and access history at such common doors is shared with the Owner.

At a private residential unit, your access history and corresponding photo (if any) collected from a DOOR access device are not shared with anyone and are only visible to you. Additionally, as a Resident, when you view your unit's or home's access history, you will also be able to see access events by any non-Resident accounts, such as Guests and Owners. Unless required by law, your access history (and corresponding photos, if any) are never shared with anyone.

1.5 Personal Information We Obtain from Third Parties

In jurisdictions that allow it, for our lead generation and marketing purposes, we may purchase contact information of potential commercial customers. We never knowingly purchase contact information of Residents of multi-family buildings for marketing purposes. You may always unsubscribe from our marketing emails through an unsubscribe link.

2. USE OF PERSONAL INFORMATION

We may use your Personal Information for the following purposes:

- To provide you with products, services, or functionality;
- To monitor the safety and security of a building that is under our property management;
- To analyze how you use and interact with the Products and Services;
- To maintain and improve the Products and Services;
- To develop new products and services;
- To communicate with you regarding your use of the Products and Services;
- To respond to your questions or other requests;
- Process payments;

- To conduct and administer customer or user surveys, contests, or promotions;
- To perform necessary operations to maintain the Products and Services, including to troubleshoot software bugs and operational problems;
- To prevent fraud, criminal activity, or misuse of the Products and Services, and to ensure the security of our IT systems, architecture, and networks;
- To comply with legal obligations and legal process and to protect our rights, privacy, safety, or property, and/or that of our affiliates, you, or other third parties;
- To fulfill our legitimate business purposes;
- For marketing, promotional and advertising purposes;
- To fulfill any other purpose for which you provide your Personal Information;
- To fulfill other purposes disclosed at the time you provide your Personal Information;
- As otherwise required or permitted by applicable law; and
- For any other purpose with your consent.

We may also use your Personal Information to send you promotional or marketing communications, including emails, text messages (with your prior consent, where required), or in-app notifications, to inform you about new products, services, features, offers, surveys, events, or other content we believe may interest you. We do this in accordance with applicable laws, including, where required, by obtaining your consent or otherwise providing you with the opportunity to opt out. You may opt out of receiving such communications at any time by following the instructions in the communication or by contacting us as described in this Notice.

3. SHARING OF INFORMATION WITH THIRD PARTIES

3.1 Non-Personal Information

We may share non-Personal Information, such as usage information, aggregated user statistics, and other non-Personal Information with third parties without restriction as

permitted by applicable law. We may also convert your Personal Information into non-Personal Information, through, including but not limited to, hashing it or substituting a unique identifier for the Personal Information, and we may use and/or share that data as permitted by applicable law, including to match data attributes to and from other sources.

3.2 Personal Information

We may share your Personal Information as set forth in this Notice, in any manner in which you expressly consent via the Product or Service, or in the circumstances described below. When we share your Personal Information with any third party, we do so pursuant to appropriate contractual arrangements designed to protect the privacy and security of your Personal Information.

Property Owners and Managers

Subject to the restrictions in this Privacy Notice, we share your personal information, including your name and email address with the Owners who manage the building(s) or home(s) where you have access. Once shared, your Personal Information will be governed by the relevant privacy policies of the Owners and will be used by them for their own purposes. For example, if you schedule a self-guided property tour at a multifamily property, we will share your name and email address with the relevant Owner(s), who may use that information in accordance with their privacy policies, including for their data analysis and to contact you.

Other Door Users and Visitors

When you choose to share access to a private or common space, we may share your name, address, and contact information to the individual you invited into the space so that they identify who has given them access and where the space is located.

If access to your building is controlled by a DOOR or Latch Intercom, depending on the settings your Owner or property manager chooses, your full name may appear in the Intercom's directory so visitors (e.g., delivery personnel) can contact you in order to gain access to the building. If you would prefer to change how your name is displayed (including using an alias), you can change your Intercom display name from the Settings menu in the app or by contacting the Owner. If you are a Guest, video footage of you may be shared with the Resident or the property's security team in order to help verify your identity when calling through the Intercom.

If you purchased a DOOR or Latch Intercom for your use at a single-family home, you will be able to choose the display set up and customize what information appears to visitors in the Intercom directory.

Third-Party Service Providers

We work with Service Providers and Partners to provide services such as data hosting services, payment processing services, smart home device integrations, customer support, and chat applications. We have data protection terms in place with every third party we engage for the provision of such services. When you input Personal Information on our website or our apps, you may be providing that information to such third parties. For example, we use a third-party payment processor, Stripe, to process payments. When you input your payment card information on our website, Stripe collects and further processes your payment card information in order to complete payment transaction. Where Personal Information you provide is being collected by a third party, its processing is governed by that provider's privacy policy and terms, not this Notice. You should carefully review the privacy policy and terms for any third-party providers.

We also use product and service installation partners to install the Products and enable its Services in buildings. We may share your Personal Information and other information with such third parties who perform installations or other services on our behalf or on

behalf of the Owner and with service providers you engage to perform services for you via the Door App.

Property Transfers

If the building to which your account is registered is transferred to new management or ownership, we will share your Personal Information with the new property manager or owner. We do this to ensure the continued operation of a property with minimal disruption to your access or account functionality.

Affiliates or Subsidiaries

We may share your Personal Information with our affiliated or subsidiary companies who require access to Personal Information for legitimate business purposes related to your purchase or use of the Products and Services, to process any request or inquiry, or for their marketing purposes.

Direct Marketing

We may share your Personal Information with our marketing vendors to market the Products and Services to you, including to advertise features, offers, promotions, sweepstakes, news, and events. We do not share your Personal Information with third parties for their own direct marketing purposes.

Legal Compliance and Law Enforcement

We may disclose Personal Information and other information if we believe in good faith that the law requires it; if we receive an enforceable request from governmental authorities conducting an audit or investigation; pursuant to a court order, subpoena, or discovery request in litigation; to verify or enforce compliance with our Terms of Service, terms of sale, or other agreements or policies governing the Products or Services and applicable laws, rules, and regulations; or whenever we believe disclosure is necessary to limit our legal liability or to protect or enforce the rights, interests, or safety of the

Products or Services, users or others. Additionally, we reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful.

Sweepstakes and Promotions

If you choose to enter a sweepstakes, contest or other promotion, we may share your Personal Information with co-sponsors or third parties related to or in connection with the administration of such promotion, including, without limitation, in winner selection, prize fulfillment, and as required by law, such as on a winners list. Also, by entering a promotion, you agree to the official rules that govern that promotion, which may include consent to additional or differing data practices from those contained in this Notice, and which may contain specific requirements of you, including, except where prohibited by law, allowing the sponsor(s) of the promotion to use your name, voice and/or likeness in advertising or marketing associated with the promotion, unless prohibited by law.

Corporate Transfer

We reserve the right to disclose or transfer your Personal Information and other information in connection with negotiations of any proposed or actual corporate merger, acquisition, consolidation, restructuring, financing, sale of all or part of our business or assets, or other corporate change.

4. DATA RETENTION

Generally, we keep your access device usage information in personal format, including access logs and any corresponding images, for a period of time described in this section to enable us to provide services to our customers, for our legitimate business interests, and to comply with the law.

As a DOOR App or Latch App user, you may request deletion of your account before the retention periods described in this section expire. However, in its capacity as a service provider to multi-family building property managers, we do not have the right to

make user data or accounts deletion decisions on behalf of property managers. If you are a User in a multi-family building, you may submit your account deletion request through the app by using the appropriate link or by emailing support@door.com. If we receive your request directly, we will work with the Owner to delete your account. To comply with the law and our contractual obligations, we may not be able to delete any of your data or your account if the Owner blocks the deletion request due to Owner's legal purposes, or as otherwise permitted by law. If your request to delete your account and associated data is approved, your access to any door equipped with a DOOR or Latch access device will also be revoked.

If you are a user at a single-family residence, you may request account deletion directly from us through the app by using the appropriate link, by emailing support@door.com or by calling our toll-free number +1 (888) 808-0670 (available during East Coast business hours).

Please note that any deletion request, as well as our regular data retention periods described below may be subject to exceptions, as permitted by law. These include to investigate security incidents; protect against malicious, deceptive, fraudulent, or illegal activity; debug or improve the Products and Services; or defend, establish or exercise legal claims.

4.1 General Data Retention

For users located outside of New York City, we retain user authentication data (or user access event logs, including timestamps of when a user unlocked a DOOR or Latch access device), for two (2) years from the date of collection. After this period of time, we delete or anonymize authentication data.

4.2 New York City Data Retention

We comply with the New York City Tenant Data Privacy Act (TDPA) with respect to data of Residents of multi-family buildings located in New York City. Specifically, beginning

on July 31, 2021, we delete or anonymize user authentication data (or user access event logs, including timestamps showing when a user unlocked a DOOR or Latch access device) ninety (90) days from the date of collection. We also delete or anonymize reference data, such as user credentials that are compared to authentication credentials to unlock a DOOR or Latch access device, within ninety (90) days after you permanently vacate the building.

5. SECURITY

While we take reasonable steps to secure your Personal Information, no data transmission over the internet can be guaranteed to be completely secure. Likewise, no storage or processing of your Personal Information on the Products or Services or on other servers or databases to which the information may be transferred can be guaranteed to be completely secure. Please consider this prior to submitting your Personal Information to us via the Products or Service.

We use reasonable security measures to safeguard your Personal Information. These security measures may result in the collection, recording, and analysis of online activity or communications through the Products and Services. If you do not consent to these conditions, you must discontinue your use of the Products and Services.

6. EXERCISING CONTROL OVER YOUR PERSONAL INFORMATION

In general, you may browse the website without providing any Personal Information. However, certain features or services may require you to provide personal information. If you choose not to provide certain information through the website, we may not be able to provide certain services or process certain requests, and you may not be able to access all of the features available online or through the Products and Services.

6.1 Data Storage Transfer

In order to provide our Products and Service to you, we may store and process your Personal Information in any country where we have facilities or in which we engage third-party service providers. As a result, your Personal Information may be transferred to or maintained on servers located outside of your country of residence, which may have different data protection rules than in your country. Regardless of where your Personal Information is processed or stored, it is still governed by this Notice as well as the laws of the country in which it is located. Consequently, it will also be subject to the laws and lawful disclosure requests by the government authorities, courts, law enforcement, and regulatory agencies of such countries as required under their laws.

6.2 Your Privacy Rights

Residents of certain U.S. states

Depending on the laws in your state, you may have certain privacy rights under applicable data privacy laws with respect to your personal information. You can view our supplemental notice regarding the rights of residents of certain U.S. states [here](#).

Canadian Residents

As a Canadian resident, users are entitled to be informed of the existence, use, and disclosure of their Personal Information, be given access to their Personal Information, and be able to correct inaccurate Personal Information. As a Canadian resident, you may submit a request relating to your Personal Information, including to receive a copy of your Personal Information, by contacting us at support@door.com. We will respond to your request within thirty (30) days. If we need additional time to fulfill your request, we will notify you and explain the reason(s) for the additional time.

EU, EEA, and UK Residents

We provide our Products and Services exclusively within the United States and Canada. We do not sell products or provide services in any other markets, including in the European Union (“EU”), any EU-Member State, any state belonging to the European Economic Area (“EEA”), or the United Kingdom (“UK”). As such, we do not market Products and Services to individuals in Europe, including the EU, EEA, and the UK and do not intentionally collect or process personal information of individuals in those regions.

Children

Our Products and Services are intended for use only by individuals over the age of eighteen (18) and are not directed to children under the age of eighteen (18). We also do not knowingly collect Personal Information from children under the age of thirteen (13) and will delete any information if it is later determined to be from a person under the age of thirteen (13), as required by applicable law.

7. COOKIES

Our websites use cookies in order to improve user experience, analyze usage patterns, and deliver relevant advertisements. For more information, including how we process Personal Information collected in connection with our websites, please see our [Cookie Policy](#).

8. PRIVACY NOTICE CHANGES

We may update this Notice from time to time to reflect changes in our practices, technology, legal requirements, or other factors. Updates will be effective upon posting of the updated notice on our website or Services. Your continued use of the Products and Services after we make changes is deemed to be acknowledgement of those changes, so please review this Notice periodically for updates. To the extent any provision of this Notice is found by a competent tribunal to be invalid or unenforceable,

such provision shall be severed to the extent necessary for the remainder to be valid and enforceable.

9. QUESTIONS

If you have any questions about this Notice, you may contact us by email at support@door.com.