

Sundial™ Privacy Policy

Last updated November 2, 2020

The Sundial Privacy Policy describes policies and procedures regarding the collection, use, protection and disclosure of your personally identifiable information through your use of the Sundial product. The Sundial product (the “Product”) is a platform of digital services that enables the older adult to use a voice and touch interface to connect with their chosen Care Circle members using the Sundial mobile app and the Sundial Skill for Amazon Alexa for support, coordination and communication.

Sundial is a product of Sundial Labs, LLC and this policy applies only to your access and use of the Product. Sundial Labs LLC may offer other products and services not covered by this policy.

Personally identifiable information is information related to an identified individual, it does not include anonymized data which does not identify a particular individual.

Some of the information in this policy can also be found in the Sundial Terms of Service. By choosing to use the Sundial product, you consent to the collection, transfer, processing, storage, disclosure, and other uses of your information described below. Sundial is not directed to nor should it be used by anyone under the age of 18. If it discovered that a user is under the age of 18, the user will be removed from the Product.

This Privacy Policy does not apply to information regulated by the California Consumer Privacy Act (CCPA). California consumers should click [here](#) for Sundial Labs privacy notice regarding the collection of information regulated by the CCPA.

Sundial may update or change the terms of this Privacy Policy at any time.

Information Sundial Collects

Sundial collects information directly from you, from other individuals, through your use of our mobile app, associated voice or touch interfaces, or through permissions you grant on your mobile device. Sundial also collects information about you from your interactions with our websites or from third parties who may refer you to Sundial or collect information on behalf of Sundial. This Notice does not apply to the privacy practices of third-party websites. Read the privacy policy of other websites carefully. We are not responsible for these third-party sites. These third-party websites may collect and use your personal information for their own business purposes, and may share your personal information with other parties as well.

When you use the Product, Sundial Labs will collect and store any information that you submit, such as:

- Email address
- First and Last Name

- Sundial Password
- Gender
- Date of birth
- Address
- Phone number
- Sundial Care Circle members
- Personal contacts
- Calendar events
- List items
- Photographs
- Notes

Sundial collects certain information through vendors and your interaction with them, such as:

- Billing address
- Payment information

In addition to the information described above, Sundial Labs automatically records information collected and transmitted by any device used to access the Product as Usage Data. Usage Data may include information such as your device model and version, device identifier, operating system, time zone, name of your mobile operator or internet service provider, application performance measurements, and error conditions. Usage Data may also include a record of when specific features of Sundial services are used.

Note-Sundial users should never use the Product to share or store medical information or financial information.

How Sundial Uses Information

Sundial Labs will use any information we collect during your use of the Product for purposes such as offering, developing and maintaining our products and services, marketing our products, completing transactions with individuals or other businesses, preventing fraud, for our everyday business operations, or as required or permitted by law.

When specific features of the Product are used, Sundial Labs uses these records to monitor and analyze use of Sundial services and their technical administration, to increase their functionality and user-friendliness, and to better tailor the features to meet your needs. For example, we use this information to measure the popularity of different features and to more effectively resolve any technical issues that you encounter when using Sundial Services.

Sundial Labs may aggregate anonymized information we receive through your use of the Product with the anonymized information of other users of the Product in order to improve the quality and value thereof.

How Sundial Shares Your Information

Sundial Labs, LLC is a wholly owned subsidiary of State Farm Mutual Automobile Insurance Company. However, Sundial Labs does not share your information with State Farm Mutual Automobile Insurance Company, except as needed in a service provider role to provide you with Sundial services related to the Product.

In addition, Sundial may share your personal information with third parties, whose products or services (such as weather, news, and home improvement repairs) are integrated into the Sundial app, or through permissions you grant on your mobile device.

Sundial may also share certain information with other individuals, such as those who are invited to be part of the Care Circle.

Amazon is a separate business and in using the Amazon Echo, you are obtaining services from Amazon. Interactions with the Sundial Skill for Amazon Alexa are made possible because of your use of the Amazon Echo Show device. Your interactions with the Amazon Echo Show device, including personal information collected or used by Amazon, are governed by the [Alexa Terms of Use](#) and the [Amazon Privacy Policy](#). You can manage the personal information that Amazon collects about you by using your Alexa Privacy Settings found [here](#).

How Sundial Protects Your Information

Sundial Labs takes commercially reasonable efforts to maintain physical, electronic, and procedural safeguards to protect information. As a user of Sundial, you are responsible for protecting your Sundial password and access to your Sundial account.

Who has Access to My Information?

In addition to parties previously mentioned in this policy, you and any person you connect to and share information with (the Care Circle) using the Product will have access to any and all information shared by you through the Product, except for the profile data (as a Care Circle Member) and account information in the case of the subscription holder. Sundial Labs cannot control how you or anyone in the Care Circle may use or disclose your information. You expressly release Sundial Labs from any responsibility and liability resulting from any third party you authorize to have access to your information via the Product.

How can I Review, Correct, or Update My Information?

You may review, update, correct, or delete your information by contacting Sundial Labs. If you would like to discontinue use of the Product or delete information associated with you and your use of the Product, please contact us at 1-833-255-0228. We will use commercially reasonable efforts to honor your request. We will retain an archived copy of your records as set forth below.

How Sundial Retains Information

We will retain the information you provide via the Product for as long as you use the Product. We will also retain and use the information you provide via the Product as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Sundial Labs retains your information for legal, auditing, regulatory, and business purposes

If you stop using the Product, any information you shared through the Product will be retained in our systems pursuant to our data backup and retention policies.

What do I do if I suspect My Information has been Compromised?

If you feel your account may have been compromised, please report it immediately by contacting Sundial Labs at 1-833-255-0228.

Does Sundial Sell My Information?

Sundial Labs does not currently sell your information (but, as to California residents, please see our California Consumer Privacy Notice relative to the topic of “selling”).

However, Nevada law requires that Nevada residents have the ability to opt out of the future sale of your information regardless of whether an entity actually sells information; if you do not want Sundial Labs to sell your information in the future, you may opt out of the sale of your information by contacting Sundial Labs at 1-833-255-0228, or by sending an opt-out email request to Sundial Labs at Sundial@Sundial-Labs.com

Again, California residents should review the [Sundial California Consumer Privacy Notice](#) for further information regarding their personal information.

What Happens When I use Sundial Websites, Mobile or Social Media Apps?

In addition to the information collection and sharing practices described above, Sundial Labs website properties and mobile applications may use common tracking technologies like browser cookies, “Local Shared Objects”, analytical tools, device IDs, or other technologies. We also collect certain technical information about the device you use to access our site or services, such as device model and version, device identifier, operating system, time zone, name of your mobile operator or internet service provider, application performance measurements, and error conditions. Our mobile and social media applications will contain a statement describing what information is collected from your use of that particular application. Currently, we do not support the necessary technology to respond to Web browser “do not track” signals or other, comparable mechanisms. Learn more about our [ads and tracking](#) activities.

If you click on links to third-party sites, you will be taken to websites we do not control. This Notice does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for these third-party sites.

Where is My Information Stored?

All information you provide, store, manage, and share using the Product will be stored by Amazon Web Services on a virtual private cloud.

Contact Information

If you have questions regarding our privacy policy please feel free to contact us at 1-833-255-0228 or email us at Sundial@Sundial-Labs.com.

Or, write to us at:

Sundial Labs, LLC

Attention: Enterprise Compliance & Ethics – Office of Privacy, C-2

PO Box 2322

Bloomington, IL 61704-2322

If you need a copy of this notice in an alternative accessible format, please contact Sundial Labs at 1-833-255-0228 or by email at Sundial@Sundial-Labs.com.