

Burnham Holdings Engineering Company Privacy Policy

Last Updated: 01/20/2026

Introduction

Burnham Holdings Engineering Company (the “Company” or “we”) respects your privacy and we are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit our Websites, boiler-connect.com and bhengco.com (our “Websites”), when you register your product, or when you download, install, register with, access, or use the Boiler-Connect App mobile device application (the “App”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On these Websites;
- Through the App; and
- In email, text, and other electronic messages between you and these Websites and App.

It does not apply to information collected:

- Offline or through any other means, including on any other Websites or mobile application operated by the Company or any third party (including our affiliates and subsidiaries);
- About current, former, or prospective employees or contractors outside of California;
- About any individual, party, or entity outside of California with whom we have only a business-to-business or commercial relationship; or
- From any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Websites or App.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Websites and App. By accessing or using our Websites or App, you agree to this privacy policy.

This policy may change from time to time. Your continued use of these Websites or our App after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Information We Collect About You and How We Collect It

Types of Information We Collect

We collect several types of information from and about users of our Websites and App, including information:

- That personally identifies you, or that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you or your household. This may include but is not necessarily limited to information, such as your name, company address, email address, telephone number, job title, employer name, location data, or any other identifier by which you may be contacted online or offline ("Personal Information");
- That is about you but individually does not identify you, such as company name, company address, or the products of ours that you have purchased or used;
- Stored and live data about the Boiler system you are installing, monitoring, configuring, and maintaining ("Boiler Data") that is broadcast to us through the App; and/or
- About your internet connection, the equipment you use to access our Websites and/or App, and usage details.

How We Collect Your Information

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through and use the Websites and App. Information collected automatically may include usage details, IP addresses, Boiler Data, and information collected through cookies, web beacons, and other tracking technologies.

We collect information from and about users of our App:

- Directly from you when you provide it to us.
- Automatically when you use the App.

Information You Provide to Us

The information we collect on or through our Websites and/or App may include:

- Information that you provide by filling in forms on our Websites and/or App. This includes information provided at the time of registering to use our Websites and/or App, registering a product, requesting to contact or be contacted by a contractor or technician, signing up for our mail or email lists, or requesting further services. We may also ask you for information when you report a problem with our Websites and/or App.
- Records and copies of your correspondence (including email addresses) if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Your search queries on the Websites.

When you download, register with, or use the Websites and/or App, we may ask you to provide information:

- By which you may be personally identified, such as name, company postal address, email address, telephone number, or any other information the Websites and/or App collects that is defined as Personal Information or personally identifiable information under an applicable law.
- About your location and the location of your device. We use this information to determine the address of the product being diagnosed with the App.
- That is about you but individually does not identify you, such as the boiler systems and other products you have serviced in the past.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Websites, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Websites, including traffic data, logs, and other communication data and the resources that you access and use on the Websites.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

When you download, access, and use the App, it may use technology to automatically collect:

- Details of your access to and use of the App, including location data, logs, and other communication data and the resources that you access and use on or through the App.
- Information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.

The information we collect automatically may include Personal Information, or we may maintain or associate it with other Personal Information we collect. It helps us to improve our Websites and App and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Websites and App according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Websites or App.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser and mobile cookies).** A cookie is a small file placed on the storage of your device. You may refuse to accept browser cookies by activating the appropriate setting on your browser. It may also be possible to refuse to accept mobile cookies by activating the appropriate setting on your smartphone or device. However, if you select this setting, you may be unable to access certain parts of our Websites or the App.

- **Web Beacons.** Pages of our Websites and the App and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages and for other related Websites and App statistics (for example, recording the popularity of Websites and App content and verifying system and server integrity).

How We Use Your Information

We use information that we collect about you or that you provide to us, including any Personal Information:

- To present our Websites and App and their contents to you.
- To provide you with information, products, or services that you request from us, including putting you in contact with partners and subcontractors.
- To fulfill any other purpose for which you provide it.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Websites or App or any products or services we offer or provide through it.
- To estimate our audience size and usage patterns.
- To store information about your preferences, allowing us to customize our App and Websites according to your individual interests.
- To speed up your searches.
- To recognize you when you use the App and Websites.
- To notify you when App updates are available.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

We use Boiler Data and location information to assist you in registering your products with us, to provide customer and technical support, and to help contractors and technicians service those products being diagnosed with the App.

Disclosure of Your Information

We do not sell your Personal Information to unaffiliated third parties. We may share Personal Information with our affiliates in exchange for the marketing of our products and services to their customers. This may be considered a “sale” in certain jurisdictions. The categories of Personal Information we share may include:

- Identifiers such as your name, company address, email address, telephone number, job title, and employer name;

- Internet or network activity; or
- Geolocation data.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose Personal Information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Burnham Holdings Engineering Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Information held by the Company about our Websites or App users is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your Personal Information:

- To comply with any court order, law, or legal process, including responding to any government or regulatory request.
- To enforce or apply our terms and conditions and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies.** You can set your browser or device to refuse all or some cookies, or to alert you when cookies are being sent. You can choose whether or not to allow the App to collect information through other tracking technologies by disabling (or enabling) the appropriate settings on your device. If you disable or refuse cookies or block the use of other tracking technologies, some parts of the App may then be inaccessible or not function properly.
- **Location Information.** You can choose whether or not to allow the App to collect and use real-time information about your device's location through the device's privacy settings or from within the App. If you block the use of location information, some parts of the App may become inaccessible or not function properly.

Retention

We will retain your Personal Information for as long as it is necessary to comply with our data retention requirements, to provide you with the services you expect and request from us, and for your safety if you need to be contacted about one of our products. If you submit a deletion request, we may be required to maintain your Personal Information as long as necessary to:

- Comply with our legal or regulatory compliance needs;
- To exercise, establish, or defend legal claims; and/or
- To protect against fraudulent or abusive activity affecting our services or business operations.

Your Rights Under State Privacy Laws

Depending on your location and applicable laws, you may have certain rights regarding your personal information, including:

The Right to Know and to Confirm. You may have the right to request that we disclose certain information to you about our collection and use of your Personal Information over the past 12 months (the "right to know" and the "right to confirm"). Once we receive your request and confirm your identity, and as required by law, we will disclose to you:

- The categories of Personal Information that we collected about you.
- The categories of sources for the Personal Information we collected about you.
- Our business or commercial purpose for collecting or selling that Personal Information.
- The categories of third parties with whom we share that Personal Information.
- If we sold or disclosed your Personal Information for a business purpose, two separate lists disclosing:
 - Sales, identifying the Personal Information categories that each category of recipient purchased; and
 - Disclosures for a business purpose, identifying the Personal Information categories that each category of recipient obtained.

The Right to Data Portability. If you submit a data portability request, we will provide you with a copy of your Personal Information in a common and portable format that you may transfer to another organization of your choosing.

The Right to Delete. You may have the right to request that we delete any of your Personal Information that we collected from you and retained, subject to certain exceptions (the "right to delete"). Requests may be submitted through the following form: [Request Form](#). Once we receive your request and confirm your identity, and as required by applicable law, we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to fulfill a lawful purpose.

We will delete or deidentify Personal Information not subject to one of these exceptions from our records and will direct any of our service providers to take similar action where required by applicable law.

The Right to Correct Inaccurate Information. You may have the right to correct any inaccurate Personal Information about you that we have in our possession (the “right to correct”). Once we receive your request and confirm your identity, and as required by applicable law, we will disclose to you the specific pieces of Personal Information that we have collected about you. You will then have the opportunity to direct us to correct the pieces of information which you believe are inaccurate.

We may deny your request to correct if we believe the updated information is incorrect or is being used for any fraudulent or deceptive purpose.

The Right to Restrict Sensitive Personal Information Processing. You may have the right to restrict our processing of your sensitive personal information (the “right to restrict”). Once we receive your request and verify your identity, and as required by applicable law, we will cease the processing of your sensitive personal information for the purpose of inferring characteristics about you. Please note that we may continue to process your sensitive personal information for other purposes consistent with this Privacy Policy.

The Right to Be Free from Discrimination. We will not discriminate against you for exercising any of your rights under applicable state privacy law. Unless permitted by state law, we will not discriminate against you for exercising rights you are afforded under applicable law.

The Right to Opt Out. You have the right to opt out of Personal Information processing for:

- Targeted advertising;
- Sales; or
- Profiling in furtherance of decisions that produce legal or similarly significant effects.

Response Timing and Procedure

We will confirm receipt of your request within ten (10) business days. If you do not receive confirmation within the 10-day timeframe, please email PrivacyPolicy@bhengco.com or call 717-239-4480.

We endeavor to substantively respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to another 45 days), we will inform you of the reason and extension period in writing.

If you have an account with us, we may deliver our written response to that account. Alternatively, or if you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the 12-month period preceding our receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your Personal Information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Accessing and Correcting Your Information

You can review and change your Personal Information by logging into the Websites or App and visiting your account profile page.

You may also send us an email at PrivacyPolicy@bhengco.com to request access to, correct or delete any personal information that you have provided to us. We cannot delete your Personal Information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Children Under the Age of 18

The Websites and App is not intended for children under 18 years of age, and we do not knowingly collect personal information from children under 18. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at PrivacyPolicy@bhengco.com.

Data Security

We have implemented reasonable measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your Personal Information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our App or Websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your Personal Information, we cannot guarantee the security of your Personal Information transmitted through our App or to our Websites. Any transmission of Personal Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' Personal Information, we will notify you through a notice on the Websites home page or within the App. The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

PrivacyPolicy@bhengco.com

or via our number:

717-239-4480