

Notices and License Information

Services Covered

This Documentation is applicable to the services branded as Apolloware and the Apolloware API (the "Apolloware Services") provided by Apolloware.

Purpose of This Documentation

This Documentation describes certain features, restrictions, policies, and notices associated with any:

- Information sourced from third parties or public sources and provided to customers via the Apolloware Services
- Apolloware Service functionality that allows customers to interact with third-party products, services, platforms, and data sources
- Desktop and mobile device software applications are provided in connection with the Apolloware Services
- Apolloware meter hardware, its access and the data retrieved from it

Customer Data

Customer data is sent from the Apolloware meter over the internet via secure means. The data is then processed for the user to extract power and energy data for the user and the user's utility provider. The data is stored securely within the Apolloware infrastructure.

Your data is maintained for a set time based on your agreement or your utility provider's agreement with Apolloware.

To access your data, you can use the Apolloware provided desktop and mobile applications. If you wish to download your data you may do so from the Apolloware provided desktop and mobile applications. To gain access to any other data, please contact help@apolloware.com for options available and premium access levels.

MFA Options for Using the Apolloware Services

Apollware offers users the option to enable Multi-Factor Authentication (MFA) for additional security of their Apollware Account. Users may satisfy the MFA requirement by enabling Multi-Factor Authentication for themselves through the user interface. In order to disable MFA on your account, you must contact Apollware customer support.

Restricted Uses

- Each user of Apollware Services must have unique login credentials. Your login credential restrict you to the data you are allowed to access.
- You may not, and may not permit any third party to, create accounts with automation or register accounts in bulk, in each case without the prior written approval of Apollware.
- You may not directly or indirectly access or permit access to or use of the Apollware Services in a manner intended to exploit utility providers.

Third-Party Platforms

- The Apollware Services may interoperate or integrate with, and may allow customers and their users to interact with third-party products, services and platforms, including websites, products, services, and platforms operated by, on behalf of, purchased, obtained or provisioned by a third-party under contract with Apollware
- To the extent applicable, customers and users of any such Third-Party Platform must comply with the additional terms and policies relevant to such Third-Party Platform
- When Apollware is interfaced through a Third-Party Platform, users must enable Apollware Services to interact with their Third-Party Platform accounts on the users behalf
- The Apollware Services may access, collect, process, and/or store information, data, content, materials or resources from Third-Party Platform accounts (including, without limitation, information otherwise classified as Customer Data under a customer's agreement with Apollware)
- Users are solely responsible for their interactions or communications with third parties through any Third-Party Platforms
- Users are solely responsible for ensuring they have the necessary rights from any Third-Party Platform provider to enable the integration between the Apollware Services and the Third-Party Platform.
- Apollware is not responsible for and does not endorse any Third-Party Platform, including the pricing, availability or quality of any Third-Party Platform, or any information, data, content, materials or resources available from any Third-Party Platform

- Apollware is not liable for any loss or damage which may be incurred by users as a result of any change in pricing or the availability or quality of any Third-Party Platform, or as a result of any reliance placed by users on the completeness, accuracy or existence of any information, data, content, materials or resources on or available from any Third-Party Platform.

Interoperation with Other Services

The Apollware Services may interoperate or integrate with other services provided by Apollware or third parties. The Notices and License Information documentation for such services provided by Apollware is available on <https://apollware.com>