

# Our Approach to Privacy and Security

Since the beginning, we've been committed to building software, products, and services that prioritize data privacy and security for every user.



## Privacy

We are committed to respecting residents' personal spaces. That's why their smart home and utility data are kept private, no matter what.

- We never store or share unit-level access, smart home, or utility data with landlords, building owners, or property managers. To keep buildings secure, managers can view access logs for common areas like the front door.
- We ensure that only residents can view access logs showing when they've entered their private spaces.
- We never collect GPS tracking or biometric data.
- We never share or sell residents' data with third parties, including advertisers, and make it possible for this data to be deleted if requested.

## Security

We designed both Latch software and devices so that residents can easily and securely manage multiple devices and share access with people they trust.

- We've built Bluetooth connectivity into our software to minimize the likelihood of Latch devices being compromised by bad actors via WiFi connectivity.
- We consistently test our hardware and software to identify any potential risks.
- We're committed to developing and deploying software updates in the event that vulnerabilities are discovered, and we've made sure that our products can easily implement these fixes.
- We've designed our devices to meet the highest commercial building standards to withstand extreme environmental and emergency situations.

## Have more questions?

To learn more, read our [full privacy policy](#) and more [our approach](#) to security and privacy. Reach out to [support@latch.com](mailto:support@latch.com) with any additional questions.