

SECURITY MEASURES

We implement robust physical, administrative, and technical measures to safeguard the integrity and security of your Personal Data. IMOO employs a comprehensive suite of security strategies to ensure the protection of user and device data. For device access, our proprietary algorithms facilitate data isolation, access authentication, and authorization. In terms of data communication, we utilize secure algorithms, dynamic key-based encryption protocols, and commercial-grade encryption to ensure data confidentiality. For data processing, we apply stringent data filtering, validation, and comprehensive auditing. All user confidential information is securely encrypted during storage. Should you suspect any security issues in your interactions with us, please promptly notify us via sending e-mail to support@imoostore.com .

We strive to deliver continuous security updates for our IoT products, encompassing the latest patches, vulnerability fixes, and enhancements. These updates will be supported for a minimum of 1 year from the product launch date. The support period will not be shortened but may be extended as needed. You can reach out to us to inquire about the latest security updates, support duration, or device eligibility for updates.

Please note that our security updates, policies, and devices are subject to periodic review and may change. We commit to acknowledging any vulnerability reports or concerns within 7 calendar days. When applicable, we will share vulnerability reports and updates with affected parties within 7 to 14 days, with weekly updates until the issues are resolved.