Boura Home

Boura Home is provided by Harris Innovations LLC, doing business as Boura Innovations.

Privacy Policy

EFFECTIVE OCTOBER 27, 2026

1. Who we are

Boura Home (the "App") is provided by Harris Innovations LLC, doing business as Boura Innovations ("Boura Innovations," "we," "us," or "our"). We provide home maintenance tracking and home repair, maintenance, installation and cleaning services. This Privacy Policy explains what personal information we collect through the App and our related services, how we use and share it, how long we keep it, and the choices and rights you have.

Questions or requests about this policy can be sent to us using the support contact shown in the App under Settings > Contact Support, or on our App Store listing.

2. Information you give us

- Account information: your first and last name, email address, mobile phone number, and a password. Passwords are handled by our authentication provider and stored only in hashed form; we never see your password.
- Home information: each home's nickname, street address, city, state and ZIP code, home type, year built, bedrooms, bathrooms, square footage and any notes you add.
- Equipment information: the appliances and systems you add, including type, brand, model and serial number, installation or manufacture dates, location in the home, warranty details, notes, parts and filter sizes, and photos you take of your rooms, equipment or labels.
- Service information: service and cleaning requests, problem descriptions, error codes, photos or videos you attach, urgency, messages with our team, estimates and your responses to them, appointment requests, ratings, and Care Plan enrollment requests.
- Conversations with Boura: questions you ask the in-app assistant and any photos you attach to them.
- Household and rental sharing: when you share a home, the display name you choose, the invite codes you create or enter, and the home, equipment, maintenance and photo records you choose to share.

3. Information collected automatically

We do not use advertising or analytics software development kits, and we do not track you across other companies' apps or websites.

Our servers record basic technical information needed to operate and secure the service, such as request times, error logs and the IP address a request came from. We use this only for security,

troubleshooting and preventing abuse.

Maintenance reminders and appointment reminders are scheduled on your device. If you allow calendar access, the App adds confirmed appointments to your calendar; it cannot read your existing calendar events.

4. Where your information is stored

Much of your home and equipment record is stored on your device. Information is sent to our servers when it is needed to provide a feature - for example, when you submit a service request, message our team, share a home, use AI features, request an estimate, or join the Care Plan. Service request records include your name, phone, email, service address and equipment description so a technician can help you.

5. AI features and Anthropic

Some features use artificial intelligence provided by Anthropic, PBC ("Anthropic"): the Boura assistant chat, identifying equipment from label or equipment photos, summarizing service requests for our team, instant estimates, maintenance insights, error code explanations, and Good / Better / Best replacement recommendations.

When you use these features, the content needed to produce a result is sent to Anthropic for processing. Depending on the feature, this can include photos you choose, equipment details, problem descriptions, your questions, your first name, your home's city, state and ZIP code, and a summary of your home's equipment and maintenance history. We do not send your password, payment information, email address or phone number to Anthropic, and we do not send your street address as part of AI requests.

We ask for your explicit permission before any of your information is sent to Anthropic, and AI features stay off until you allow them. You can turn AI features off at any time in Settings > AI & Data Sharing. When they are off, the App still works: you can enter equipment manually, request service, and receive estimates prepared from our price list or by our team.

Anthropic processes this information to provide the result to us. Under Anthropic's commercial terms for its API, customer content is not used to train Anthropic's models by default. Anthropic may retain content for a limited period for trust and safety purposes under its own policies.

AI output can be wrong. Please read the "AI-generated content" section of our Terms of Service.

6. How we use information

- To create and secure your account and sign you in.
- To provide the App's features: tracking your equipment, building maintenance schedules, reminders, household and rental sharing, and restoring shared homes on a new device.
- To respond to service requests, prepare estimates, schedule and perform work, send you updates, and collect payment for services.
- To alert our team about new requests, emergencies, messages, estimate responses and Care Plan requests.

- To provide AI features you have allowed.
- To maintain, secure, troubleshoot and improve our service, and to comply with law.
- We do not use your personal information for targeted advertising, and we do not sell it.

7. How we share information

- Service providers that process information on our behalf under contracts requiring them to protect it and use it only to provide services to us: Supabase (database, file storage, authentication and server hosting), Anthropic (AI features, only with your permission), Twilio (text-message alerts sent to our own team about your requests), and Apple (notifications and App Store services). These providers are required to provide at least the same level of protection for your information as described in this policy.
- Our technicians and staff, who use your service request details to perform the work.
- People you choose to share with: members of a home you share (family members, landlords or tenants) can see the shared home's records, including equipment, maintenance, photos and service requests for that home. Tenants in a rental share do not see the landlord's other homes.
- Amazon: product links in the App open Amazon's website or app. We do not send your personal information to Amazon. Once you are on Amazon, Amazon's privacy notice applies.
- Legal and safety: when required by law, subpoena or court order, or when we believe disclosure is necessary to protect the rights, property or safety of our customers, our team, or others.
- Business transfers: if we are involved in a merger, acquisition or sale of assets, your information may be transferred as part of that transaction, subject to this policy.
- We do not sell or "share" personal information for cross-context behavioral advertising, as those terms are defined by California law.

8. How long we keep information

We keep your account and service records for as long as your account is active. Service and financial records connected to work we performed may be kept longer where needed for tax, accounting, warranty or legal purposes.

When you delete your account, we delete your account, your service requests, messages, estimates, appointments, uploaded photos, Care Plan and deposit records, and your household memberships from our servers. If you owned a shared home that other members still use, ownership passes to another member; if you were the landlord of a rental share, the share is removed. Residual copies may remain in encrypted backups for a limited period (typically no more than 30 days) before being overwritten.

Information stored only on your device is removed from the device when you sign out or delete the App.

9. Your choices and rights

- Access and correction: you can view and edit most of your information directly in the App.
- Deletion: you can delete your account and associated data at any time in Settings > Delete Account. You can also contact us to request deletion.

- AI features: you can allow or withdraw permission for AI processing at any time in Settings > AI & Data Sharing.
- Notifications and calendar: you can change notification and calendar permissions in iOS Settings, and adjust reminders in the App.
- Depending on where you live, you may have additional rights, such as the right to know what personal information we have collected, to receive a copy of it, to correct it, to delete it, to opt out of sale or targeted advertising (we do not sell or use personal information for targeted advertising), and to appeal a decision we make about your request. California and Colorado residents, among others, have these rights under state law. To make a request, contact us through the App. We will verify your request using information associated with your account and respond within the time required by law. We will not discriminate against you for exercising your rights.

10. Security

We use industry-standard measures to protect your information, including encrypted connections (HTTPS/TLS), access controls that limit each customer to their own records, and hashed passwords. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. Please keep your device and password secure.

11. Children

The App is intended for adults and is not directed to children. You must be at least 18 years old to create an account. We do not knowingly collect personal information from children under 13. If you believe a child has provided us personal information, contact us and we will delete it.

12. Location of processing

We operate in the United States, and our service providers store and process information in the United States. Our services are intended for customers in the United States.

13. Changes to this policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you in the App or by other appropriate means before the changes take effect. The effective date at the top shows when this policy was last updated.

Terms of Service

EFFECTIVE OCTOBER 27, 2026

1. Agreement

These Terms of Service ("Terms") are an agreement between you and Harris Innovations LLC, doing business as Boura Innovations ("Boura Innovations," "we," "us," or "our"), and govern your use of the Boura Home app (the "App") and the home services you request through it. By creating an account or using the App, you agree to these Terms and to our Privacy Policy. If you do not agree, do not use the App.

2. Eligibility and accounts

You must be at least 18 years old and able to form a binding contract to use the App. You agree to give accurate information, keep it up to date, and keep your password confidential. You are responsible for activity under your account. You may delete your account at any time in Settings.

3. What the App does

The App helps you keep track of your home's equipment, plan maintenance, receive reminders, request home services from us, review and approve estimates, schedule appointments, share homes with family members or tenants, and find replacement parts and products.

Maintenance schedules, reminders, instructions, product suggestions and similar content are general information to help you care for your home. They are not a substitute for inspection by a qualified professional, a manufacturer's instructions, or applicable building codes. Always follow the manufacturer's instructions for your equipment.

4. Safety and emergencies

Some home work is dangerous, including work involving gas, electricity, refrigerants, roofs, structural elements, water heaters and combustion appliances. Do not attempt work you are not qualified and equipped to do safely. The App and its assistant are not designed for emergencies. If there is a fire, a gas smell, a carbon monoxide alarm, flooding near electricity, or anyone is in danger, leave the area and call 911 or your utility's emergency line first. The App does not offer an emergency service and does not contact emergency services.

5. AI-generated content

With your permission, some features use artificial intelligence to identify equipment, answer questions, summarize requests, suggest products and prepare preliminary estimates. AI-generated content can be inaccurate, incomplete or out of date, including model numbers, part sizes, prices, compatibility and repair guidance. Verify important information - such as a part number or filter size - before relying on it. AI features are optional, and you can turn them off in Settings.

6. Service requests, estimates and work

Submitting a service request asks us to review your request; it does not create an obligation for either of

us to perform work until an estimate is approved and an appointment is confirmed.

Instant estimates are preliminary. They are prepared from your description and our price list and are marked as preliminary in the App. The final price is confirmed by your technician on site, based on actual conditions, before any work begins. If the work needed differs from the estimate, we will explain the change and obtain your approval before proceeding.

Estimates are valid for the period shown on the estimate (generally 14 days). Approving an estimate in the App authorizes us to schedule the approved work. Prices do not include work outside the described scope, concealed conditions, code-required upgrades, or permit and inspection fees unless those are listed.

Appointment windows are estimates. Please give us safe access to the work area and let us know about pets, hazards or access limits. Tell us as early as possible if you need to cancel or reschedule. If we arrive at a scheduled appointment and cannot access the work area, a trip charge may apply.

Any workmanship warranty for our work will be stated on your estimate or invoice. Equipment and parts are covered by their manufacturers' warranties, if any.

7. Payments

Payment for services is due as stated on your estimate or invoice. Unless the App states otherwise, deposits and balances are paid to your technician on site by an accepted method. If you do not pay amounts owed for completed work, we may pursue collection as permitted by law.

8. Boura Home Care Plan

The Care Plan is a membership for home services, such as included seasonal tune-ups and priority scheduling, as described in the App at the time you enroll. Requesting to join in the App starts enrollment; your plan becomes active once we confirm billing with you, and the App shows your plan's status and renewal date.

Plans renew for the billing period you selected (monthly or yearly) until cancelled. You can request cancellation in the App at any time; cancellation takes effect at the end of the current billing period unless we agree otherwise. Included services must be used during the membership period and do not carry over. Plan benefits and pricing may change at renewal with advance notice to you.

9. Household and rental sharing

You may invite other people to share a home. By sharing, you allow them to view and, depending on their role, update that home's records. You are responsible for whom you invite and for removing access when appropriate.

In a rental share, the landlord (the account that created the share) controls the home's profile and equipment and is the only person who can approve or decline estimates for that home. Tenants can complete maintenance tasks, log upkeep and request service. Landlords and tenants remain responsible for their obligations to each other under their lease and applicable law; we are not a party to that relationship.

10. Products and Amazon links

The App may suggest replacement parts and products and link to them on Amazon. We do not sell, ship or warrant these products; your purchase is between you and the seller, under the seller's terms. Prices shown in the App are typical ranges, not live quotes. Confirm fit and price before buying.

As an Amazon Associate, Boura Innovations earns from qualifying purchases.

11. Your content

You keep ownership of the photos, descriptions, messages and other content you submit. You give us a non-exclusive, worldwide, royalty-free license to host, store, process, and use that content only to operate and provide the App and our services to you and the people you share with, including processing by our service providers as described in our Privacy Policy. You confirm you have the right to submit the content you provide.

12. Acceptable use

You agree not to misuse the App, including by: breaking the law; submitting false requests or emergency alerts; harassing our staff or other users; uploading content you do not have rights to or that is unlawful or harmful; accessing other people's accounts or data without permission; interfering with or attempting to reverse engineer, scrape or overload our systems; or using the App to build a competing service.

13. Our intellectual property

The App, its design, text, graphics, software and trademarks are owned by us or our licensors and are protected by law. We grant you a limited, non-exclusive, non-transferable, revocable license to use the App on Apple devices you own or control, for your personal, non-commercial use, in accordance with these Terms and the Apple Media Services Terms and Conditions.

14. Third-party services

The App relies on services provided by others, such as Apple, Supabase, Anthropic, Twilio and Amazon. We are not responsible for third-party services or websites, and your use of them may be governed by their own terms.

15. Disclaimers

Except as expressly stated in these Terms or in a written warranty we provide for our work, the App and its content are provided "as is" and "as available," and we disclaim all warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, title and non-infringement, to the fullest extent permitted by law. We do not warrant that the App will be uninterrupted, error-free or secure, or that reminders, AI content, product information or estimates will be accurate or complete. Some jurisdictions do not allow certain disclaimers, so some of these may not apply to you.

16. Limitation of liability

To the fullest extent permitted by law, we will not be liable for any indirect, incidental, special, consequential or punitive damages, or for lost profits, data or goodwill, arising from or related to the App.

Our total liability for any claim arising from or related to the App will not exceed the greater of the amount you paid us for the App-related service giving rise to the claim in the 12 months before the claim, or $100.

These limits do not apply to liability that cannot be limited by law, including liability for gross negligence, willful misconduct, or death or personal injury caused by our negligence. Your rights regarding services we perform at your home are also governed by your estimate, invoice and applicable consumer protection law.

17. Indemnity

To the extent permitted by law, you agree to defend and indemnify us against third-party claims arising from your misuse of the App, your content, or your violation of these Terms or the rights of others.

18. Suspension and termination

You may stop using the App and delete your account at any time. We may suspend or end your access if you violate these Terms, misuse the App, or if we stop offering it, and we will give notice where reasonable. Sections that by their nature should survive termination will survive, including those about your content license, payments owed, disclaimers, limitation of liability, indemnity and governing law.

19. Governing law and disputes

These Terms are governed by the laws of the State of Utah, without regard to conflict-of-law rules. Before filing a claim, please contact us so we can try to resolve the issue informally. Any dispute that is not resolved informally will be brought in the state or federal courts located in the State of Utah, and you and we consent to their jurisdiction, except that either of us may bring an eligible claim in small claims court. Nothing in these Terms limits any rights you have under consumer protection laws that cannot be waived.

20. Changes to these Terms

We may update these Terms from time to time. If we make material changes, we will notify you in the App or by other appropriate means before they take effect. Continuing to use the App after changes take effect means you accept the updated Terms.

21. Apple App Store terms

These Terms are between you and us, not Apple Inc. ("Apple"). Apple is not responsible for the App or its content. Your license to use the App is limited to a non-transferable license to use it on Apple-branded products you own or control, as permitted by the Usage Rules in the Apple Media Services Terms and Conditions, except that the App may be accessed by other accounts associated with you through Family Sharing or volume purchasing where applicable.

Apple has no obligation to provide maintenance or support services for the App. If the App fails to conform to an applicable warranty, you may notify Apple, and Apple will refund the purchase price, if any, for the App; to the maximum extent permitted by law, Apple has no other warranty obligation with respect to the App. We, not Apple, are responsible for addressing any claims by you or any third party

relating to the App or your possession and use of it, including product liability claims, claims that the App fails to conform to legal or regulatory requirements, and claims arising under consumer protection, privacy or similar laws. We, not Apple, are responsible for the investigation, defense, settlement and discharge of any claim that the App or your possession and use of it infringes a third party's intellectual property rights.

You represent that you are not located in a country subject to a U.S. government embargo or designated as a "terrorist supporting" country, and that you are not on any U.S. government list of prohibited or restricted parties. You must comply with applicable third-party terms when using the App. Apple and its subsidiaries are third-party beneficiaries of these Terms, and upon your acceptance of these Terms, Apple will have the right (and will be deemed to have accepted the right) to enforce these Terms against you as a third-party beneficiary.

22. Contact

Questions about these Terms can be sent to us using the support contact shown in the App under Settings > Contact Support, or on our App Store listing.

Support

For help with the app, service requests, privacy requests or account deletion, call or text us at (801) 699-5365, or open Boura Home and go to Settings > Contact Support.

Service visits are available in Salt Lake County and Utah County, Utah. The rest of the app works everywhere.

You can delete your account and its data at any time in the app under Settings > Delete Account.

© 2026 Harris Innovations LLC. All rights reserved.