



HOW INNERGY USES YOUR DATA

At INNERGY, we know your shop's data is valuable and we take that seriously. This document explains, in plain language, what data we collect, how we use it, and what we do not do with it. No legal jargon. No fine print. Just a straightforward explanation from our team to yours.

1. WHAT DATA DOES INNERGY COLLECT?

When you use INNERGY's cloud-based platform, we collect what we call "Platform Data." In short, if you create it, upload it, or generate it while using INNERGY, it is part of your Platform Data. This includes:

- **What you upload** like project files, 3D designs, purchase orders, material lists, customer information, and other content you enter into the system.
- **How you use the platform** like the Features accessed, usage patterns, and how you navigate through the software.
- **Technical and performance data** like System logs, diagnostics, and performance data that help us keep things running smoothly.

2. HOW INNERGY USES YOUR DATA

We use your data to operate the platform, improve your experience, and build better tools for the woodworking, millwork, and cabinetry community.

Providing and Supporting the Services

- Delivering the software and features you rely on.
- Troubleshooting and resolving issues.
- Maintaining performance, uptime, and security.

Improving the Platform

- Developing new features based on real-world usage.
- Fixing bugs and improving performance.
- Making the platform faster, easier, and more intuitive.

AI and Machine Learning

- Training models to improve estimating accuracy and design recommendations, with safeguards to ensure your identifiable data is not exposed to other customers.
- Improving estimating accuracy and design recommendations.
- Optimizing workflows based on patterns across the platform.

Analytics and Benchmarking

- Creating aggregated and anonymized insights across the industry.
- Providing benchmarks for shops of similar size and type.



- Helping identify opportunities to improve efficiency and profitability.

Future Value-Added Services

- Exploring group purchasing opportunities.
- Building supply chain insights based on purchasing trends.
- Developing tools designed to give your shop a competitive edge.

3. WHAT INNERGY DOES NOT DO WITH YOUR DATA

We want to be clear about this:

- We do NOT sell your data.
- We do NOT allow other customers to access your identifiable data.
- We do NOT share your projects, pricing, customer lists, or shop-specific information as part of general platform use.
- We do NOT provide any customer with access to another customer's identifiable data.

When we use data for analytics, benchmarking, AI, or product improvement, it is aggregated or de-identified so it cannot be traced back to you or your shop. Your competitors will not see your identifiable data. Your suppliers will not know your margins. Your data stays protected.

4. WHEN DATA MAY BE USED ACROSS CUSTOMERS

Some INNERGY features are designed to create value by using insights across multiple customers. In these cases, data is typically aggregated or de-identified meaning it cannot be traced back to a specific shop. For example:

- Benchmarking tools.
- Industry insights.
- Potential future offerings such as group purchasing or capacity matching.

While we do not share identifiable data across customers as part of general platform use, if a product or feature involves the use of identifiable information across customers, INNERGY will make that clear in connection with the applicable product or feature, so you know what to expect.

5. YOUR CONTROL

We understand that every business has different levels of sensitivity around data. INNERGY provides the ability to opt out of certain non-essential uses of your data, such as inclusion in aggregated benchmarking, industry insights, or similar analytics. A few important things to know:



- Core platform functionality, support, security, and product improvement rely on internal data use and are not subject to opt-out.
- Opt-outs apply to specific non-essential uses such as benchmarking and aggregated insights.
- Your data is never shared in identifiable form as part of general platform use.
- Opting out may limit your access to certain features or insights that rely on aggregated data.

If you would like to opt out or have questions about your options, we will work with you to understand your preferences and explain what is and is not covered.

6. WHO OWNS WHAT?

This part is simple: **You own your data.** Your project files, designs, purchase orders, and customer information belong to you. INNERGY owns aggregated and de-identified data. This includes analytics, benchmarks, model outputs, and insights created from across the platform.

Think of it this way: Your individual recipe is yours. The cookbook created from trends across many shops is ours.

7. WHAT HAPPENS IF YOU LEAVE INNERGY?

If you decide to move on, you can export your data. We will ensure you can take your files, designs, and records with you. INNERGY may retain aggregated and de-identified data, because this data cannot be tied back to your business; it remains part of how we improve the platform. We will never hold your data hostage.

8. QUESTIONS?

We are here to help and want you to feel confident in how your data is handled. We believe in transparency and are always happy to talk through how data is used.

Email: legal@innergy.com or contact your INNERGY Account Manager.