

SONOS

Last Update: August 2017

We respect privacy and your rights to control your personal data. Our principles on guiding are simple/Our principle guidelines are simple? We will be clear about the data we collect and why. Your data is sacredly protected by us. We do not and will not sell your data to third parties.

Rest assured, the prime purpose of collecting your data is to improve your listening experience. Whether we're collaborating with music services to make sure you have access to your favourite playlists and can discover new artists, giving you the ability to get the music playing with the sound of your voice, or the touch of your smart home system, or offering you highly responsive customer support so you can get the music going again when something goes wrong, our aim is for you to listen as effortlessly as possible.

Learn more by checking out our [FAQs](#) and [blog post](#).

This Privacy Statement (the 'Statement') explains the personal information we collect from you, either directly or indirectly, and how we will use it. The Statement also covers the choices you can make about the data we collect, and how you can control these decisions. It applies to all Sonos Products ('Product(s)'), including our control app. It also applies to any Sonos controlled websites, as well as other offline interactions such as visiting a Sonos store or attending a Sonos event (collectively referred to as, 'Services'). Please read this Statement carefully to understand when you may provide personal information to us and how Sonos uses personal information provided. By using Sonos Products and Services you agree to the use of your personal information as described in this Statement. The terms 'we', 'us', or 'Sonos' are each intended as reference to Sonos, Inc.

To make the information in this Statement easy to understand, it is structured to highlight different occasions when a customer would potentially share information with Sonos. It is broken down into the following five segments:

- [Learning about Sonos](#)
- [Buying Sonos Products](#)
- [Registering your Sonos System](#)
- [Using Sonos Products](#)
- [Getting help from Sonos](#)

Additional sections give more detail about [How We Use Personal Information](#), [Sharing and Disclosure](#), [How to Access and Control Your Personal Information](#), [Other Important Privacy Information](#), and [How to Contact Us](#) regarding your information.

[Learning about Sonos](#)

As you gather more information about Sonos, you may virtually or physically visit a site that we own. Examples include browsing our website, calling our in-house sales representatives, physically visiting a Sonos-owned store or attending Sonos-sponsored events. To learn more about our Products, you may voluntarily provide personal information, such as your name and email address during these interactions. You may also provide information online via [cookies or similar technologies](#) when you visit our websites.

We collect: name, email address, IP address and information provided by cookies or similar technology.

Why: We use this information to share news about events and products offered by Sonos. Additionally, the IP address helps us to understand geographic information about our website visitors better so that we can improve our website for everyone.

Buying Sonos Products

Once you have decided to buy a Sonos Product, we offer a way for customers to buy directly from us at www.sonos.com or at a Sonos retail store. When you buy from us, you may be asked to provide information so that we can complete your purchase. Information may include things like your name, phone number, email, shipping/delivery address, and payment information.

We collect: your name, phone number (optional), email address, delivery/shipping address, and payment information.

Why: We use this information to complete your transaction, follow up with you about your purchase, help with any delivery issues, handle returns, and other issues related to the purchase of Sonos Products. **Please note, we do not store any payment or credit card information. We only use payment information in connection with the purchase of Sonos Products.**

Registering your Sonos System

Once you receive your Sonos Products, you will be required to connect your Product to a network at home. Each Sonos Product needs to be connected to the internet for set-up. As part of the initial setup, you will be asked to download the Sonos control app from either our website or a third-party website, such as the Chrome Web Store. The Sonos app allows you to control your Sonos system from the device of your choice (for example your phone or tablet). During the setup process, the Sonos app will ask you to set up an account and register your system with Sonos. **You must register your Sonos Products, in order for them to work.**

As part of registering your Sonos Product, the app will prompt you to enter information such as an email address and location data (country, postcode). Your Sonos system will then establish a unique alphanumeric identification number which we use to help identify your specific Sonos system in a less personal manner. This identification number will be associated with the email address that you provide along with the Product serial number and the IP address from where the Product connected. As part of registration, you will need to set up a Sonos account. We collect your password to your Sonos account, password hints, and similar security information used for authentication and Sonos account access.

We collect: your name, phone number, email address, location data, your password, passwords hints and IP address. Please note, your password is stored using one-way hash, which means that it cannot be recovered (or disclosed) by anyone, including Sonos.

Why: We collect this information to help get your product working securely (which helps prevent unauthorised access to your Products or home network) and to make sure that we are offering you the right music service options based on your geographic location. We also use your email to send you Sonos related notifications such as promotional messages, software updates, information about Sonos Products and/or Services, and to share exciting Sonos news and Product offerings.

Using Sonos Products

There are three main reasons we collect information from your Sonos Products: (1) to offer you music service choices, (2) to offer you control over your Sonos system, and (3) to make your Sonos Products better over time.

Using Sonos Products involves selecting audio content to play in the rooms of your choice. Although you can play free internet radio or music files stored locally on your home network (for example on your computer's hard drive), most Sonos owners prefer to add a streaming music service for playback via their Sonos Products. Examples include Spotify, Apple Music, Pandora, and other audio content services. The addition of any of these music services requires you to link your individual music service to your Sonos system. Once you have started playing music or other audio content on your Sonos Products, the data we receive is dependent on your preferences.

Functional Data:

Certain categories of the data that we collect are absolutely necessary for your Sonos System to perform its basic functions in a secure way and **you will not be able to opt out from this data collection, sharing and/or processing** ('Functional Data').

We collect:

- **Registration data.** This data includes your email address, location, language preference, Product serial number, IP address, and Sonos account login information (as described above).
- **System data.** This data includes things like Product type, controller device type, controller operating system, software version, content source (audio line in), signal input (e.g. whether your TV outputs a specific audio signal such as Dolby to your Sonos system), information about wifi antennas, audio settings (such as equalisation or stereo pair), Product orientation, the names you have given your Sonos Product in different rooms, whether your product has been tuned using Sonos TruePlay technology, and error information.

Why we collect Functional Data: We collect this information to help ensure that your Products are working properly, to provide you with customer support, to honour your audio preferences, and to guide product improvement and customer support decisions.

[Additional Usage Data:](#)

To improve your experience with Sonos Products and to offer better Products and Services that meet the needs and expectations of our customers, we collect the following additional usage data ('Additional Usage Data'). You can opt out of sharing this data by following the steps listed [here](#).

We collect:

- **Performance Information.** This includes things like the temperature of your Product, WiFi information like signal strength, what music services you have connected to your Sonos system (including, for some services, your login username, but not password), information about how often you use the Sonos app versus other control mechanisms, flow of interactions within the Sonos app, how often you use the physical controls on the unit, and location data when the Sonos app is in use, flow of interactions within the Sonos app, and duration of Sonos Product use.
- **Activity Information.** This includes duration of music service use, Product or room grouping information; command information such as play, pause, change volume, or skip tracks; information about track, playlist, or station container data; and Sonos playlist or Sonos favourites information; each relating to individual Sonos Products.

Why: We collect this information so that we can help ensure Sonos Products are functioning properly, determine what types of Product or feature improvements would please our customers most and to help predict potential problems with Sonos Products.

[Direct Control or Voice Control Functionality:](#)

As the world and our homes become more connected, we realise that our customers may prefer to control their Sonos Products by means other than their Sonos app, for example by using a voice enabled product (why not Amazon Alexa), through a home control mechanism (e.g. a Lutron Pico remote), or through the app offered by their favourite music service.

To enable this function, you will be prompted to allow such devices to connect with your Sonos system (similar to the process you go through to connect a music service). Once this function is enabled, we collect and process the Functional Data, the Additional Usage Data, and Audio Data.

Sonos will share a subset of this data with partners that you have specifically authorised to receive such data, in order to ensure that the voice or direct control function is working properly. If you wish to stop us from gathering this information or sharing it with the parties you have authorised, simply disable the feature (for example disable voice control) or unlink the feature (for example unlink your home automation remote) from your Sonos Products. However, the voice control function will not work unless you authorise us to collect and process the data as outlined in this section.

We collect: [Functional Data](#), [Additional Usage Data](#), and certain [Audio Data](#)

Why: This information is needed to ensure proper functionality and to help improve these features.

[Audio Data](#)

Sonos is not continuously capturing sound in your home. There are two occasions when we will capture sound from within your home: (1) when you enable voice control technology on the voice enabled Sonos Product; and (2) when you utilise our innovative Trueplay room tuning technology.

Voice control. Voice control works by your voice enabled Sonos Product 'listening' for a key wake-up word. Please note, not all Sonos Products are voice enabled. In greater depth, this means that the voice enabled Sonos Product buffers and re-records locally, without transmitting or storing any information, until it detects the word or phrase that triggers the device to begin actively recording. If the Product does not detect the wake-up word, it continues to record over itself in a never ending loop lasting a few seconds. This is all done locally on your Product and is not sent to Sonos or any third party. If a wake-up word is detected, the Product begins recording. In other words, it does not record or retain any audio data, or begin to transmit any data until it is 'woken up.' You are notified that it is recording by a visual element such as a light on the Product. The Product will record until your voice command is finished. The actual recording of your voice command is then sent to the voice partner you have authorised to receive such recording (for example, Amazon). **Sonos does not retain a copy of your voice recording.** Concurrent with the voice recording, your Product will collect data (for example, decibel level at each frequency) about the ambient noise in the room. It is not possible to extract any speech from this type of data. We collect this data to help us improve our speech recognition technology. If you are trying to state a voice command while music is playing for example, Sonos may improve the technology by lowering the music so that your voice command can be understood properly.

Trueplay room tuning. Innovative TruePlay analyses room size, layout, décor, speaker placement, and any other acoustic factors that can impact sound quality. Then perfectly alters how your Sonos Products produce sound. To do this, a user goes through an interactive process ([watch the video here](#)) that gathers certain data about your room, including information about background noise levels (for example decibel level at each frequency). This information is used to help make sure that the tuning gives you the best outcome possible. For example, if your dog barks during the Trueplay testing, the Product knows to ignore the background noise of a barking dog during the testing.

[Getting Help from Sonos](#)

From time to time, you may decide to contact our Customer Care group for assistance with your Sonos Products. To be able to offer you the best service possible, we may collect certain data from you or your Products.

We collect: This may include contact information such as your name, email address, phone number, social media identifiers (if you contact us using a social media channel), and the content of your chats and other communications with Sonos Customer Care (including voice recording if you call Customer Care). In certain situations, it is useful for the Customer Care team to have a 'Diagnostic' of your Sonos system. This is essentially a snapshot of everything that has been happening with your system leading up to the incident and includes information such as the music service being used, volume level, Product configuration, WiFi signal and router information, error codes, device information e.g. the operating system, and version of the Sonos app being used. We collect this information with your permission and only when working with

problems on your Sonos system. Collection of Diagnostics may temporarily override your Additional Usage Data preferences, purely for the purpose of that particular Diagnostic. It won't change your preference going forward but some of the Additional Usage Data will be captured in the Diagnostic snapshot.

Why: We collect this information to give you the best and most efficient customer support possible.

Information obtained from third-party sources

We protect data obtained from third parties according to the practices described in this Statement and we also apply any additional restrictions imposed by the source of data. These third-party sources vary over time, but have so far included:

- Music service partners;
- Partners with whom we offer co-branded services or engage in joint marketing activities.

How We Use Personal Information

Sonos uses the data we collect to provide you with the Products and Services we offer, which includes using data to improve and personalise your experiences. We also use the data to communicate with you, for example, informing you about your account, new Products or Services available, security and other types of updates.

Sonos uses the data for the following purposes:

- [Providing our Product Experience](#)
- [Customer Support](#)
- [Product Improvement](#)
- [Security, Safety, and Dispute Resolution](#)
- [Business Operations](#)
- [Communication, Marketing and Advertising](#)

[Providing our Product Experience](#)

We use data to provide and improve the Products we offer and perform essential business operations. This includes operating Products, maintaining and improving the performance of Products, including developing new features, research and providing customer support.

[Customer Support](#)

We use data to diagnose Product problems, repair customers' devices and provide other customer care and support services.

[Product Improvement](#)

We continually use data to improve our Products and Services, including adding new features or capabilities, such as using error reports to improve security features, using search queries and clicks to improve the relevance of search results, using usage data to determine what new features to prioritise.

[Security, Safety, and Dispute Resolution](#)

We use data to protect the security and safety of our Products and our customers, to detect and prevent fraud, to resolve disputes and enforce our agreements.

[Business Operations](#)

We use data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

[Communication, Marketing and Advertising](#)

We use the data we collect to deliver and personalise our communications with you. For example, we may contact you by email or other means of electronic communication (including through the Sonos app) to inform you about new Sonos Products or Services, new music services available in your area, security or software updates, update you on a support issue, invite you to take part in a survey. We also use [cookies and similar technologies](#) to provide the most relevant advertising Sonos advertising to you. For information about managing email subscriptions and promotional communications, please visit the [How to Access and Control Your Personal Information](#) section of this Statement.

[Sharing and Disclosure](#)

Sonos does not and will not sell personal information about our customers. We only disclose your data as authorised in this Statement. We may share information with the following types of third parties.

[Who We May Disclose your Personal Information to and Why](#)

- [Third Party Vendors](#). Sonos uses a variety of third party vendors to carry out services like website management and hosting, online Product purchases and shipping, credit card processing and email communications. We only share your personal data as necessary. To complete a transaction, provide a Product or Service you have requested or authorised and only with vendors or agents working on our behalf for the purposes described in this Statement. In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf of Sonos and in accordance with this Statement. The up-to-date list of these parties may be requested from Sonos at any time.
- [Music services](#). To ensure the best customer experience and that music services function properly, Sonos may share relevant [Activity Information](#) with music services that you have authorised to interact with your Sonos Products.
- [Control Partners](#). Once you have enabled direct control of your Sonos system, we may share relevant [Activity Information](#) with control partners that you have authorised to interact with your Sonos Products.

- Voice Partners. Once you have activated speech recognition, we may share relevant [Activity Information](#) and [Audio Data](#) with voice control partners that you have authorised to receive such data, in order to control your Sonos system.
- Parties with whom it might be necessary, when we reasonably believe it to be required by law or in connection with legal proceedings; to prevent harm to Sonos or its customers; for the prevention and detection of crime or the apprehension or prosecution of offenders; to maintain the security of our Products or to protect the rights or property of Sonos.
- Parties with whom it might be necessary to complete a financial or corporate transaction such as a merger or sale of assets.
- We also share data with Sonos-controlled affiliates and subsidiaries.

We may also share non-personal information such as aggregated data with our partners or publicly. We may, for example, inform a particular music service about the number of users who have utilised their music service on Sonos Products or we may share the total number of households using Sonos Products.

Please note, our Products include links to Products or applications of third parties whose privacy practices may differ from Sonos. If you provide personal data to any of those third parties or their Products, your data is governed by their privacy statements.

[How to Access and Control Your Personal Information](#)

You can review, edit or delete your personal data in your Sonos account or Sonos app, or by contacting us directly to privacy@sonos.com. You can also alter Sonos' collection and use of your data by either logging in to your Sonos account or Sonos app and editing your profile, communication and data usage preference. You can always opt out of receiving promotional emails and other types of marketing communication from us.

[Sonos Account and Sonos App](#)

If you wish to access, edit or remove profile information, change your password, close your account or request deletion of your personal data, you can do it by logging in to your Sonos account or Sonos app or sending us an email to privacy@sonos.com. If you cannot access certain personal information collected by Sonos via the Sonos account, the Sonos app or directly via the Sonos Product you use, you can always contact us by sending an email to privacy@sonos.com. We will respond to any request to access or delete your personal data as soon as possible, certainly within 30 days.

[Additional Usage Data](#)

You can always opt-out of [Additional Usage Data](#) collection by logging in to your Sonos App for iOS or Android. Do it in just a couple of clicks. To opt out please follow the instructions below.

Using the Sonos app for iOS or Android:

1. From the Sonos music menu, select 'Settings'
2. Open Advanced Settings
3. Select Usage Data then Turn off Usage Data Sharing

Using the Sonos app for Mac:

1. From the menu bar at the top of your screen click Sonos then Preferences
2. On the left side of the window, click Advanced
3. Click Improve Sonos
4. Tick the box that states Turn usage data sharing off.

Using the Sonos app for PC:

1. From the menu bar at the top of the Sonos app click Manage then Settings.
2. On the left side of the window, click Advanced.
3. Click Improve Sonos.
4. Tick the box that states Turn usage data sharing off.

You may change your preferences at any time following the same steps.

[Your Communication, Marketing and Advertising Preferences](#)

You can opt out of receiving certain direct communications from Sonos. If you wish to stop receiving emails from us, you can do so by following the instructions included in every email sent to you via the "Unsubscribe" tab. We respect your choice, and we will stop sending you promotional emails once you unsubscribe. It may take up to one week to process your request. You can also make your choice by signing in with your [Sonos account](#) where you can update contact information, manage Sonos-wide contact preferences, and opt out of email subscriptions or in-app messaging.

You can adjust the amount of 'interest based advertising' (as described below) you may receive by changing your [cookie settings](#), [changing your device settings](#), and/or [opting out of certain advertising networks](#). If you have opted out of receiving emails from us, we will not use your email for interest based advertising activities.

Please note, regardless of your communication settings, we will continue to communicate with you for Product software updates, policy updates, or significant information about a Product you own such as discontinuation of support or safety issues.

[Cookies and Other Similar Technologies](#)

We use cookies and similar technologies like pixels, tags, web beacons, and other identifiers to help us personalise our website for you, remember your preferences, understand how users are using our website or app, and help customise our marketing offerings. By visiting our website or using our app, you agree to the use of cookies and similar technologies for the purposes described in this Statement.

[Cookies](#)

A 'cookie' is a small data file containing a string of characters that is sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognise your browser. The length of time a cookie will stay on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Sonos uses both types of cookies. Session cookies will only stay on your

device until you stop browsing. Persistent cookies stay on your computer or mobile device until they expire or are deleted. We use the following types of cookies on our website.

- Strictly necessary cookies. These cookies are essential for you to browse our website and use its features. Without these cookies, services like shopping baskets cannot be provided.
- Performance cookies. These cookies collect information about how you use our websites. This data may be used to help optimise our website and make it easier for you to navigate.
- Functional cookies. These cookies allow our websites to remember choices you make and personalise your experience. We may store your geographic location in a cookie for instance, to ensure that we show you the website relevant to your area.
- Third Party cookies. Third party cookies are those placed by websites and/or parties other than Sonos. These cookies may be used on our website to improve our products or services or to help us provide more relevant advertising. These cookies are subject to the respective privacy policies for these external services, for example, [the Facebook Data Use Policy](#).
- Analytics cookies. We use analytics cookies, like those offered by Google Analytics, to help us understand things like how long a visitor stays on our website, what pages they find most useful, and how they arrived at sonos.com. To learn more about Google Analytics and your data, visit this [Google webpage](#).

[How to control cookie settings](#)

Most web browsers allow you to control cookies through their settings preferences, however if you limit the ability of websites to set cookies, you may impact your overall user experience. Below you can learn about how to control cookie settings on popular web browsers:

- [Google Chrome](#)
- [Internet explorer](#)
- [Safari](#)
- [Firefox](#)

[Pixels](#)

In addition to cookies, we sometimes use small graphic images known as 'pixels' (also known as web beacons, clear GIFs, or pixel tags). We use pixels in our email communications to you (if you have selected to receive such communications) to help us to understand whether our email communication has been viewed. We also use third party pixels (such as those from Google, Facebook, and other advertising networks) to help us provide advertising that is relevant to your interests. Learn more about our [advertising and marketing](#) activities below.

[Other Identifiers](#)

When you use our app, we collect a unique ad tracking identifier from your device (the Advertising Identifier or "IDFA" on iOS devices and the Google Ad ID or "AID" on Android devices) so that we can learn more about users of our app and provide the most relevant messaging and marketing. Although these identifiers are unique to your device, they do not contain any of your personal information such name or email address.

How to control Identifier Settings

You can control how these identifiers are used, including the ability to reset them, through your device settings. Below you can learn about how to control cookie settings on popular web browsers:

- [Apple iOS](#)
- [Android](#)

Advertising and Modern Marketing Tools

To help more people listen to more music on Sonos, we use several modern marketing tools in support of our advertising efforts.

Sonos may work with third party advertisers that use [cookies and similar technologies](#) to provide more relevant advertising about Sonos Products and Services on our website and across the internet. To provide this 'interest-based advertising', the parties combine non-personal data about your online activities acquired over time which helps cater advertising that we deliver to you. Examples of this may include a Sonos advertisement on a Facebook page, or a Google owned page such as a search results page or YouTube, or on a site within Google's advertising network. We do not share your personal information as part of this process. You can opt-out of these personalised ads from third party advertisers and ad networks who are members of the [Network Advertising Initiative \(NAI\)](#) or who follow the [Digital Advertising Alliance's Self-Regulatory Principles for Online Behavioral Advertising](#) by visiting the [opt-out pages on the NAI website](#) and [DAA website](#). Opting out may make the ads you see across the internet less relevant to you.

If you have [opted out](#) of receiving communications from us, we will not use your email for interest based advertising, although you may still be subject to certain interest based advertising depending upon your browser and device settings.

Security

Sonos is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities. When we transmit data over the Internet, we protect it using encryption.

While no Service is completely secure, Sonos takes precautionary measures to help prevent information about you from loss, theft, misuse and unauthorised access, disclosure, alteration and destruction. For example, we ensure that our third-party data centre vendors provide adequate security measures. Additionally, your data is protected with encryption, such as Transport Layer Security (TLS), during transition over the Internet. Additionally, your password is stored using one-way hash, which means that it cannot be recovered (or disclosed) by anyone, including Sonos (it can only be reset).

Your personal information is stored on servers that are kept in a controlled environment with limited access. While we take reasonable precautions to guard personal information we collect from you, no security system is impenetrable.

You can only access your Sonos account information and our service through the use of an individual user login and password. To protect the confidentiality of personal information, you must keep your password confidential and not disclose it to any other person. Please alert us immediately if you believe your password has been misused. Additionally, always logout and close your browser when you finish your session. **Please note, we will never ask you to disclose your password in an unsolicited phone call or email.**

If you have any questions about the security of your personal information, you can contact us at privacy@sonos.com

Other Important Privacy Information

[Our Policy Towards Children](#)

Sonos does not target and is not intended to attract children. Sonos does not knowingly solicit personal information from children or send them requests for personal information.

Although visitors of all ages may navigate through our website or use our app, we do not intentionally collect personal information from those under the age of sixteen. If, following a notification by a parent or guardian, or discovery by other means, a child under sixteen has been improperly registered on this site by using false information, we will cancel the child's account and delete the child's personal information from our records.

[Where We Store and Process Personal Data](#)

Personal data collected by Sonos may be stored and processed in your region, in the United States or in any other country where Sonos or its affiliates, subsidiaries or service providers maintain facilities. However, Sonos maintains major data centres in the United States.

All information you provide may be transferred or accessed by entities around the world as described in this Statement. Sonos uses approved Standard Contractual Clauses for the international transfers of personal information collected in the European Economic Area and Switzerland.

[Our Retention of Personal Data](#)

Sonos retains personal data for as long as necessary to provide Services, support your Product and fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, and resolving disputes and enforcing our agreements. Because these needs can vary for different data types in the context of different Products or Services, actual retention periods can vary significantly.

[Changes to Our Privacy Statement](#)

Sonos may modify or update this Statement when necessary to reflect customer feedback and changes in our Products and Service; so, please review it regularly. When we update this Statement, we will revise the 'Last Update' date at the top of the Statement. If there are material changes to the Statement or in how Sonos uses your personal data, we will notify you either by posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to regularly review this Statement to learn more how Sonos is using and protecting your information. Your continued use of the Service or Products after any modification to this Statement will constitute your acceptance of such modification and updates.

How to Contact us

If you have any questions about the use of your personal information, please send us an email to privacy@sonos.com.

Unless otherwise stated, Sonos, Inc. is a data controller for personal data we collect through the Products and Services subject to this Statement. Our address is 614 Chapala Street, Santa Barbara, CA 93101, USA.

Sonos Europe B.V. is our data protection representative for the European Economic Area and Switzerland. The data protection officer of Sonos Europe B.V. can be contacted at the following address: Schuttersweg 10, 1217 PZ Hilversum, The Netherlands or via email at privacy@sonos.com.