

PRIVACY POLICY

LAST UPDATE: 01/27/2022

AUTOPROP SOFTWARE LTD (“us”, “our”, or “we”) values privacy and is committed to ensuring that the personal information of our customers and other users (“Users”, “you” or “your”) of our products, services, website and mobile platforms (the “Services”) remains protected.

1. APPLICATION OF THIS PRIVACY POLICY

This Privacy Policy confirms how we collect, use, disclose, retain and secure personal information. For the purposes of this policy, “personal information” means information about an identifiable individual, such as their name, home address, phone number, nationality, age, sex or race. Personal information does not include information that cannot be associated with a specific individual or information to enable a person to be contacted at their place of business, such as position, title, business telephone number, email or address.

2. COLLECTION, USE, DISCLOSURE OF PERSONAL INFORMATION

2.1 Consent

Before collecting your personal information we will notify you of the purposes for collection and obtain your consent except where consent is not required or permitted by law. We may seek your consent in various ways depending on the circumstances, such as: through an application form with ‘check-box’ to confirm consent or verbally, if information is collected over the telephone. Consent may also be implied where we have provided you with notice of our intended collection, use, or disclosure of personal information, or as otherwise provided by law.

2.2 Scope of Information Collected

We limit the amount of personal information collected to what is reasonably necessary to establish and maintain our relationship with you and to provide our Services. Examples of the types of personal information we collect include:

- your name;
- your address for billing;
- your email or telephone number;
- your profession or professional accreditation status to access certain Services;
- a username and/or password for access to secure applications;
- information about your interaction with the Services (e.g. browser type, pages visited, average time spent on our website, IP address); and
- the unique device identifier assigned to your computer, laptop or smart device.

2.3 Purposes of Collection

We identify our purposes for collection of personal information through either direct explanation (i.e. this Privacy Policy, correspondence, our application forms) or other notification means (such as our service agreements with you) and ensure that all collection, use and disclosure of your personal

information is limited to the identified purposes. Some of the purposes for which we collect, use and personal information include:

- to create and maintain an effective business relationship;
- for quality assurance purposes including providing you with notice of software compatibility issues;
- to provide and respond to inquiries about the Services;
- to facilitate account and/or billing services;
- to analyze usage related to use of the Services through our website;
- to further develop, enhance and market our Services;
- to understand User needs and preferences, which may include contacting Users to ask them to participate in surveys regarding our Services;
- to meet legal and regulatory requirements; and
- to avoid and protect against errors, fraud, or other criminal activity.

We will not sell, lease or otherwise commercialize your personal information without your consent.

2.4 Withdrawal of consent

You may withdraw your consent to our collection, use or disclosure of personal information at any time by providing notice to us and subject to legal or contractual restrictions. We will inform you of any consequences of the withdrawal of consent which may include an inability to continue providing certain Services to you. Unless you tell us otherwise, we will assume that we have your consent to continue to collect, use and disclose your personal information for the purposes identified.

2.5 Collection, use and disclosure of personal information without consent

In certain instances we may be required to disclose your personal information without your consent in order to fulfill legal obligations or to conduct business with authorized service providers. Circumstances where such disclosure may occur include:

- to comply with a subpoena, warrant or court order;
- to assist in an investigation by a law enforcement agency in Canada;
- if required or authorized by law;
- to respond to an emergency or to protect the health or safety of an individual;
- where the disclosed is to a third party service provider to assist us in carrying out Services;
- where your personal information is collected from a third party for whom we act as a service provider.

In such circumstances, we limit the amount of personal information disclosed to the amount required to fulfil the identified purpose.

3. CARE OF PERSONAL INFORMATION

We employ rigorous security measures to protect personal information in our custody and control and prevent unauthorized access, modification, use, or disclosure of your personal information. Our technical security measures include firewalls, encryption techniques, and authentication procedures, among others, to maintain the security of your online session and the Services provided to you.

Should you detect an error or omission in your personal information you may submit a written request to us to correct this. On confirming that an error or omission exists, we will correct the information as soon as possible or, otherwise, annotate the request on file.

From time to time, we or our third party service providers may store your personal information outside of Canada, where it may be subject to the lawful access requirements of the jurisdiction in which it is being held.

We will retain your personal information only as necessary to provide the Services to you and/or as necessary to comply with applicable law, prevent fraud, resolve disputes, trouble shoot problems, or enforce our Terms of Service, and as permitted by applicable law.

4. EXTERNAL LINKS

This Privacy Policy applies only to your personal information collected by us. The Services may contain links to other web sites, applications or software operated by third parties. We have no control over and are not responsible for the privacy practices or policies of third parties.

5. MODIFICATIONS TO THE PRIVACY POLICY

We may update this Privacy Policy periodically. Changes are effective immediately upon posting. The date last revised appears at the top of this document.

6. QUESTIONS

Questions relating to this Privacy Policy or the handling of your personal information should be submitted in writing to our Manager of Customer Success at: support@autoprop.ca.