

# PRIVACY POLICY

Last updated: September 11, 2024

F3 Networks Canada Inc. and its subsidiaries (“**F3 Networks**”) respect your privacy, and are committed to maintaining the accuracy and confidentiality of your personal information. We have developed this Policy to provide you with information on how we collect, use, maintain, protect and disclose the personal information of individuals who engage with F3 Networks, apply for jobs, and visit our website.

Please read this Policy carefully and if you have any questions, please reach out to us directly. We sometimes update this Policy, so please check periodically for updates.

## **Types of Data We Collect About You and How We Collect It**

### Personal Information

Personal information is information that is about you as an identifiable individual. It usually does not include your business contact information.

We collect information that is relevant for the purpose of engaging our services, the website, meeting our legal obligations, and researching and developing new products and techniques to improve our services, business, and website. Examples of some of the personal information that we collect and use are:

- **General Information.** This includes name, email address, mailing address, phone number, signature and any other information you may choose to provide to us including when you engage with us, apply to a job at F3 Networks or contact us.
- **Communications** that we exchange when you communicate with us. If you communicate with us, we will collect information that is necessary to respond to your request. This may include contact information, details of your request and our response.
- **Usage Information.** We collect some information on how you use our Website.

### Non-Personally Identifiable Data

Anytime you visit the Website, we may gather certain non-personally identifiable information about your Website interactions, including the full Uniform Resource Locators (URLs), number of website visits, page response times, download errors, or length of visits to certain pages.

### We collect information about you through:

- Direct interactions with you when you provide it to us, for example, by filling in forms, corresponding with us, or in connection with any other interaction with us.
- Automated technologies or interactions, when you use our website, for example, usage details, and IP addresses.

## **Use of Your Information**

We use information that we collect about you or that you provide to us, including any personal information as described below.

- To present our website and its contents to you.
- To provide you with information that you request from us.
- To fulfill the purposes for which you provided the information or that were described when it was collected, or any other purpose for which you provide it.
- To carry out our obligations and enforce our rights arising from any contracts with you or to comply with legal requirements.
- To improve our website, products or services and to better understand how visitors engage with our website.
- For any other purpose with your consent.

## **Disclosure of Your Information**

We may disclose personal information that we collect or you provide as described in this Policy:

- In accordance with applicable law, to a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us about our customers and users is among the assets transferred.
- To contractors, service providers, and other third parties we use to support our business (such as hosting service providers) and who are contractually obligated to keep personal information confidential, use it only for the purposes for which we disclose it to them, and to process the personal information with the same standards set out in this Policy.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request, in accordance with applicable law.
- To detect, prevent, and investigate fraud or unlawful activities.

## **Data Security**

The security of your personal information is very important to us. We take reasonable precautions to protect personal information from loss, misuse, unauthorized access, disclosure, alteration or destruction. Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on our Website.

## **Data Retention**

Except as otherwise permitted or required under applicable law, we will only retain your personal information for as long as necessary to fulfill the purposes we collected it for, subject to business and legal requirements. We may also retain technical data, including without limitation, your login information, device

type, time zone setting, and usage details, for internal analysis purposes. Technical data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our website, or we are legally obligated to retain this data for longer time periods.

### **Children's Privacy**

We do not knowingly collect personal information from children under the age of thirteen. If we become aware that we have inadvertently received personal information from an individual under the age of thirteen, we will delete the information from our records.

### **Accessing and Correcting Your Personal Information**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes. By law, you have the right to request access to and to correct the personal information that we hold about you.

We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal information that we hold about you or make your requested changes.

Applicable law may allow or require us to refuse to provide you with access to some or all of the personal information that we hold about you, or we may have destroyed, erased, or made your personal information anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal information, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

### **Withdrawing Your Consent**

Where you have provided your consent to the collection, use, and transfer of your personal information, you may have the legal right to withdraw your consent under certain circumstances. To withdraw your consent, if applicable, contact us at [privacy@f3networks.ca](mailto:privacy@f3networks.ca). Please note that if you withdraw your consent, we may not be able to provide you with a particular product or service. We will explain the impact to you at the time to help you with your decision.

### **Contact Information**

We welcome you to contact us regarding your questions, comments, and requests regarding this Policy and our privacy practices at [privacy@f3networks.ca](mailto:privacy@f3networks.ca).