

PRIVACY POLICY

Waterloo Wireless Inc. (“Waterloo Wireless”) considers your privacy to be very important. To better protect your privacy, we provide this privacy policy notice (“Privacy Policy”) explaining our online information practices and the choices you can make about the way your information is collected and used.

By visiting this Waterloo Wireless website, you accept the policies and practices described in this Privacy Policy. Waterloo Wireless reserves the right to make changes to this notice by posting such changes on this website. Changes are effective immediately upon posting unless a different effective date is stated. This notice applies to all information collected or submitted on the Waterloo Wireless website.

Data We Collect and How It May Be Used

Requested Information There are pages on this site where we request specific information about you, in order to register you for site membership, process reviews, process transactions, fulfill your requests for information, communicate with you regarding reviews and transactions, and keep your knowledge about our products and services current. You may choose not to provide requested information, but then you might not be able to take advantage of some of the features in our site. Whenever we collect information from you, we may also save such information so that we do not need to ask you for it repeatedly. The types of personal information collected and saved at these pages may include but are not limited to:

- **Contact Information** such as name, email address, postal addresses, and phone numbers. We may use your email address to send you self-publishing and confirmation emails, authenticate user accounts, provide subscription email services, register for forums, etc.
- **Financial Information** such as credit/debit card information. Note that we do not store credit card information. Credit card transactions are securely transmitted to a financial gateway using a secured and encrypted connection.
- **Transactional Information** that pertains to your activities in creating tickets, tracking tickets, processing information, etc. Note that all postings are stored in our database, even after “deletion,” and may be further archived elsewhere.
- **Interactive Information** you provide such as feedback, comments or content in reviews, interactive forums, community discussions, dispute resolution, or if you contact us directly.
- **Technical Information** collected in our web-site logs including standard web-log entries for each page accessed that contain your IP address, page URL, and timestamp. Our web-site logs help us to diagnose problems with our server, to administer our site, and to otherwise provide our service to you. Our web-site logs and other technical records are stored indefinitely.
- **Membership Information** such as your user ID and password, additional identification questions and answers, and your preferences regarding receipt of informational email messages from Waterloo Wireless.

Optional Information supplied voluntarily

We may invite you to provide business feedback, provide dispute information, participate in voluntary surveys, or otherwise supply additional optional information. Responding to these requests is completely voluntary and is your choice. We collect and analyze information voluntarily supplied in order to rate businesses, track and improve service to our customers and potential customers, for internal marketing purposes, and for any additional purposes indicated in the request for information.



Automatic collection of information

Like many websites, our site may periodically utilize a technology called “cookies” to improve your experience in using the site, as well as our efficiency in processing your transactions. A cookie is a small data file that a web server can deliver to your browser, which is then stored on your computer’s hard drive. Cookies are designed to permit us to provide better or more personalized service when you are visiting our site.

You can set your browser to notify you when you receive a cookie, providing you with as much control as you wish as to the decision to accept or reject the cookie, and deletion of the cookie upon leaving our website. Please note, however, that if your browser does not accept cookies, you may not be able to actually complete review transactions through Waterloo Wireless or make other uses of the site. Please refer to your browser’s help information for details on setting cookie notification services.

Note that we do not employ tracking devices (e.g. cookies, “web beacons,” single-pixel GIF files, etc.) for marketing purposes. We may, however, track computer source information from which people contact us such as Internet domains and IP addresses. We may, on occasion, gather information concerning the “referring” domain that was visited prior to viewing our website, and the “destination” domain that may be visited after leaving our site. Information automatically collected is used to identify and analyze the trends and statistics of visits to our website and to make our website more responsive to the needs and interests of our customers.

Links to Third-Parties’ Sites

This website may contain links to other third-party organizations’ websites. Please note that Waterloo Wireless is not responsible for the privacy policy, practices, or content of such websites. Our links to third-party websites do not imply any endorsement of the material or information on such other websites. Users are encouraged to review the privacy policy of each linked website before sharing personal information on such websites.

Disclosure of Information

Information about our customers is important to our business, and we are not in the business of selling or distributing it to others. We don’t share your information with third parties for marketing purposes. There may be times when we will need to disclose your information to our providers, contractors, or distributors for the purpose of processing your transactions or otherwise. Before doing so, we will require the organizations receiving such information to commit to the same level of protection for your information as is provided in this Privacy Policy. We will not knowingly distribute your name, address, or other information you provide outside of the Waterloo Wireless family of affiliates, or publicize the fact that you submitted information to us, unless we ask your permission or notify you beforehand, or we are required to do so by law or government order. Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to those described above without also providing you an opportunity to opt out or otherwise prohibit such unrelated uses.

Although our general policy is that we do not disclose information that you provide to us, we do reserve the right to access, preserve, and disclose any submitted information or otherwise use information we have received about you: (1) in response to subpoenas, court orders, legal processes, or when otherwise required by law; (2) to establish, protect, or exercise our legal rights or defend any legal claims; (3) to protect our rights and property; (4) if we believe it is necessary in order to investigate, prevent, or take action regarding unauthorized distribution of intellectual property, illegal activities, fraud, or situations involving potential threats to the safety of any person; and (5) to resolve disputes or to investigate problems. We may disclose



or access information whenever we believe in good faith that the law so requires, or if we consider it necessary to do so to maintain service and improve our website, products, and services. Specifically, we may use information such as your IP address to help diagnose problems with our server, to manage our website, or to enhance our website based on usage data.

Choice and Consent

By providing personal and business information on our registration form and by accepting any cookies provided by Waterloo Wireless, you consent to our collection and use of information in accordance with this Privacy Policy. If you do not agree to the provisions of this Privacy Policy, you can refuse to register, refuse to accept cookies, or refuse to volunteer optional information.

Data Security

It is not possible for websites to achieve perfect security. We do, however, take commercially reasonable physical, electronic, and managerial precautions using widely accepted methods to safeguard the security of your information against inadvertent disclosure to unauthorized persons. Security controls may include standard SSL to protect the security of information transmitted directly through this website. As is generally the case, this protection does not extend to Internet email messages sent outside this website directly to and from individual email addresses.

Note that your Waterloo Wireless membership account is password protected. You understand and agree to keep your login username and password confidential, and accept all consequences and liabilities resulting from your disclosure of such login information. If you lose control of your password, you may lose substantial control over your personal information and may be subject to legally binding actions taken on your behalf. Therefore, if your password has been compromised for any reason, you should immediately notify Waterloo Wireless and change your password.

For your protection, our customer account management system uses basic web-server authentication as well as log-out protocols to terminate user sessions.

International Users

Notwithstanding the fact that you may be accessing the site from a non-Canadian physical location, by visiting our website and providing us with data, you acknowledge and agree that we may collect, store, receive, and transmit your data both inside and outside Canada. You agree that given the international dimension of this website we may use, store, receive, and transmit collected data for the purposes identified in this Privacy Policy outside your resident jurisdiction.

Access to your information

You can access all your personally identifiable information that we collect online and maintain through your account home page. We use this method to allow you to correct, amend, or delete any inaccurate entries, and to better maintain and safeguard your information.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.



Privacy Contact Information

If you have any questions, concerns, or comments about our privacy policy you may contact us at our office location listed on our website.

Questions

You are welcome to contact us directly with any questions. You can find us here:

www.waterloowireless.com/contact-us/

