

PRIVACY POLICY AND PROTECTION OF PERSONAL INFORMATION

OF CANREP INC.

This policy establishes the privacy and personal information protection guidelines collected by CanRep Inc. through its websites, online commerce platform, newsletters, emails, phone communications, and all other communication channels.

This policy defines how CanRep Inc. protects personal information and specifies the purposes for collecting, using, sharing, storing, and the right to access personal information.

PERSONAL INFORMATION

The term “personal information” refers to any information that can directly or indirectly identify an individual. This includes information that, when considered alone or combined with other data, may allow someone to identify you.

TYPES OF PERSONAL INFORMATION

The personal information collected by CanRep Inc. may include, among other things:

1. Your first and last name
2. Your delivery address
3. Your billing address
4. Your email address
5. Your phone number
6. Your credit card information
7. Your debit card information
8. Your transaction history

CONSENT

By accepting and providing your personal information to CanRep Inc., you authorize the company to collect, use, and share this information in accordance with this policy. You may refuse or

withdraw your consent for certain uses at any time by contacting CanRep Inc.'s Privacy Officer, whose contact information is provided at the end of this policy.

PURPOSE OF COLLECTING PERSONAL INFORMATION

Generally, when CanRep Inc. collects personal information from its customers and prospective customers, the information is gathered for transactional purposes (current or potential), such as the sale of its products and services. Personal information is also collected from candidates seeking employment within the company.

SHARING OF PERSONAL INFORMATION

Generally, personal information is used for internal purposes. However, CanRep Inc. may share collected personal information with the following companies and individuals:

- Company service providers
- Marketing agencies and marketing consultants
- Digital marketing partners, including search engines and social media
- External consultants
- Third parties as required by law

CanRep Inc. may also use and disclose your personal information when such use or disclosure is authorized, necessary, or deemed appropriate to:

- Comply with laws applicable in Canada and abroad
- Comply with requests related to legal proceedings, in Canada and abroad
- Mitigate potential damage to the company and deploy available remedies
- In case of a reorganization, merger, sale, joint venture, transfer, or any other assignment of assets, brands, affiliated companies, subsidiaries, or other assets

CanRep Inc. may or may not use service providers in the following areas, sharing some of your personal information:

- **Payment Services:** Manage purchase authorization and secure transaction processing
- **Marketing and Advertising:** Create targeted advertisements and promotions related to our products and services, based on your preferences
- **Data Analytics:** Analyze and improve our services through usage information
- **Email Delivery:** Manage email delivery, such as order confirmations, updates, and newsletters
- **E-commerce Platforms:** Host our websites and ensure their continuous operation

- Delivery Services: Ensure delivery of products ordered online

Before sharing your personal information with providers, we take appropriate steps to ensure they agree to respect required obligations concerning personal information protection.

DURATION AND RETENTION OF PERSONAL INFORMATION

Personal information is retained for the duration required for its intended purposes. Measures are in place to ensure information is stored securely. When personal information is no longer needed or deemed necessary, CanRep Inc. destroys the personal information and respective documents securely while maintaining confidentiality.

PROTECTION OF PERSONAL INFORMATION

CanRep Inc. has implemented various means to ensure that personal information is protected. These include physical, administrative, and technological measures deemed reasonable, considering the nature and sensitivity of the personal information collected, as well as the storage methods.

When you make a purchase from CanRep Inc., information about your payment method is transmitted via a secure method throughout the transaction process.

Although CanRep Inc. takes security measures to prevent unauthorized access to your personal information, no security measure is absolute or entirely guaranteed. If you have reason to believe that your interaction with CanRep Inc. may not be secure (for example, if you think the security of your personal information may have been compromised), please contact our Privacy Officer immediately at the contact details provided at the end of this policy.

ACCESS AND MODIFICATION OF PERSONAL INFORMATION

Upon written request, CanRep Inc. will allow you to access, view, correct, and update your personal information. The written request must be sent to CanRep Inc.'s Privacy Officer, whose contact details are provided at the end of this policy. CanRep Inc. responds to access and modification requests within a maximum period of thirty (30) days.

RIGHT TO PERSONAL INFORMATION PORTABILITY

Upon request, all computerized personal information must be provided as a written and readable transcript, in a format of CanRep Inc.'s choice, which does not hinder the requestor's ability to read and understand the transmitted information. CanRep Inc. must ensure that the requestor's identity is verified in all cases. CanRep Inc. will respond within 30 days to any request for the communication of personal information. Reasonable fees may be charged by CanRep Inc. for transcription, reproduction, or transmission of the information.

COOKIES

CanRep Inc.'s websites use cookies that collect analytical data and certain non-personal information from the devices (computers, tablets, or mobiles) of online visitors. The data collected is used for analysis, improvement, and optimization of the websites and navigation. The information obtained may also be shared with third parties, such as digital partners, marketing agencies, or marketing consultants, for website improvement or digital advertising purposes (including search engines and social media). In no case is this information used to identify specific individuals. When you first access our websites from your computer, tablet, or mobile device, a banner informs you of your choices and how to consent to CanRep Inc.'s use of functional, analytical, and performance, and targeting cookies. If you choose not to accept these cookies, some website features may not function properly.

Web users may modify their browser's privacy settings at any time to delete and block cookies.

Privacy Officer

CanRep Inc. has appointed Ms. Michelle Gregory as Privacy Officer. For any requests, questions, or to obtain further information about our privacy and personal information protection practices, please contact Ms. Michelle Gregory at the following details:

CanRep Inc.
Attention: Michelle Gregory, Privacy Officer
12900 Brault Street
Mirabel, Quebec J7J 0W4
Email: michellegregory@canrep.com
Phone: (450) 434-9898 ext.: 501

All changes to our Privacy Policy and Protection of Personal Information will be posted on this page.

This policy was updated on August 28, 2024.