JOYLEAF’S PRIVACY POLICY

Effective August 2019

This Privacy Policy describes the information collected by Joyleaf and its affiliates, founders and developers (“Us”, “Our”, and/or “We”), and the manner in which we collect, use, disclose and otherwise manage personal information. By using the Joyleaf website located at www.joyleaf.ca (the "Website"), the Joyleaf mobile application (the “Application”), and all information, recommendations, and/or services provided to you on or through the Website and the Application (collectively the “Service”), you accept the practices described in this Privacy Policy.

Except as indicated below, this Privacy Policy does not address the collection, use, or disclosure of information by us or by third parties on any websites or mobile applications other than the Website and the Application.

For the purposes of UK data protection legislation, Joyleaf is the data controller of your personal information.

DEFINITIONS

• User: A person who has signed up and is registered with Joyleaf for the use or potential use of the Service.

THE INFORMATION JOYLEAF MAY COLLECT

Joyleaf collects certain personal information to deliver the Service to you, including through the Website and Application. We may collect and store the following information:

• Account information: Joyleaf collects personal information when you create or update your Grab account. This may include your name, email address, country, language, and password. We may also ask you about your preferences; for example, your favorite type of Cannabis.

• User content: We may collect information that you submit when you contact Joyleaf customer support, or any information you submit including ratings, tags, compliments, photos, or comments.

• Usage information: We collect information about how you interact with our Service. This may include information such as: access dates and times, the features you use, the pages you view, crashes and other system activity, and third-party sites you were interacting with before using our Service.

• Technical data: When you use our Application, we may also process technical data such as IP address, Device ID or MAC address, and information about the manufacturer, model, settings, and operating system of your mobile device. We may also capture your application version. When you visit our Website, we may process technical data such as your IP address, visited webpages, the internet browser you use, your previous/next visited websites and the duration of a visit/session.

HOW JOYLEAF USES THE INFORMATION IT COLLECTS

Joyleaf uses the information it collects for the following purposes:

• Provide our service to you: Joyleaf uses the information we collect to provide, maintain, personalize, and improve our products. We will use your information to:

• Deliver the services that you have requested.

• Create and manage your account. This may include using your email address to verify your identity.

• Enable the various features of our product for our legitimate interests where we have considered that these are not overridden by your rights. For example, personalization or sharing features. Personalization features may include showing you recommendations while content features include allowing you to share reviews, ratings, tags, and discussions.

• Troubleshoot software bugs and operational problems.

• User content and communication: Joyleaf may use content you submit, such as ratings, comments, or photos, to make recommendations to other users.

• Research and development: Joyleaf may use your personal information for testing, research, analysis, and development of our products. We may share this information with third parties for industry analysis and statistics.

• Customer support: We may use your profile, account, and usage information to assist you when you contact customer support. We may also use your information to monitor and improve our customer service responses.

• Communications from Joyleaf: Joyleaf uses your contact information to communicate with you about your activity, our services, your account, and, if we have your prior consent, about Joyleaf news, special offers, and events.

• We may also need to communicate with you about your account or Joyleaf’s service. For instance, we may send you an email to verify your username and password or let you know when our Service is temporarily suspended for maintenance.

• Only where we have your prior consent to do so, Joyleaf may also use your contact details to send you general updates regarding Joyleaf news, special offers, promotions, and contests. We may also display tailored advertisements on third party websites and other platforms. You may opt-out of receiving these updates at any time by following the instructions in each of our communications.

• Security: We may deactivate your account if we suspect that you are using our Application or Website to commit fraudulent or illegal acts, or if you violate our Terms and Conditions.

HOW JOYLEAF SHARES OR DISCLOSES YOUR PERSONAL INFORMATION

• Sharing with our Service Providers: We may employ third party companies and individuals to facilitate or provide certain services on our behalf or to assist us in analyzing how our Service is used. These third parties have access to your personal information only to perform these tasks on our behalf and are contractually bound not to disclose or use it for any other purpose.

• Legal requests: Joyleaf and other service providers may provide your personal information in response to a search warrant or other legally valid inquiry or order, or to an organization in the case of a breach of an agreement or contravention of law, or as otherwise required or permitted by applicable law. Joyleaf may also disclose your personal information to the extent that this is legally required, or necessary for the establishment, exercise or defense of legal claims and legal process; to investigate or prevent actual or suspected loss or harm to persons or property; to detect, prevent or suppress fraud; or in the event of an emergency pertaining to your health and/or safety; or to our auditors, legal advisors and other professional advisors.

HOW JOYLEAF RETAINS YOUR PERSONAL INFORMATION

• Retention of personal information: We will generally retain your personal information until you cancel your Joyleaf account in order to provide our services to you, until it is no longer required for the purposes stated above, or to otherwise meet legal requirements. If you wish to cancel your Joyleaf account or request that we no longer use your information to provide you services, please contact us at support@joyleaf.ca. After deletion of your account, we will remove your data, unless this data is necessary to comply with a legal obligation or resolve disputes.

CHANGES TO THE PRIVACY POLICY

We may update this Privacy Policy to reflect changes to our information practices. If we make any material changes, we will notify you by email.

HOW TO CONTACT JOYLEAF

Questions about how we treat personal information? Please contact us by email at support@joyleaf.ca if you have any questions or comments about this Privacy Policy.

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