**PRIVACY POLICY**

This privacy policy (the “**Privacy Policy**”) applies to Mobile Tech Lab Inc. and all of its subsidiaries and affiliates, hereinafter collectively referred to as “**Mobile Tech Lab**”, “**us**”, or “**we**”.

We respect your right to control your personal information. That is why we have developed this Privacy Policy which describes:

* the types of personal information we collect about you;
* the purposes for which we collect that information;
* how we use that information;
* with whom we share that information;
* how we safeguard that information;
* the choices available to you regarding how we use your personal information; and
* how you can contact us about our privacy practices.

This Privacy Policy applies to Mobile Tech Lab and is the policy for any products and/or services offered either online or in person, including but not limited to

* Mobile Tech Lab’s website <https://www.mobiletechlab.ca> (the “**Site**”), as well as for any other websites or microsites operated by Mobile Tech Lab (collectively and together with the Site, the “**Sites**”);
* for web applications, mobile applications, tools, forums, chat bots, live chats or social media pages offered by Mobile Tech Lab on the Sites;
* information about products and services;
* purchasing a pre-owned mobile device or other product;
* provision of loaner devices;
* obtaining a quote for repairing your device;
* booking a repair appointment for your device;
* actual repairs performed on your device;
* receiving trade in value for your device;
* carrier activation services
* applying for a job at Mobile Tech Lab;
* responding to inquiries and requests of customers or potential customers; and/or
* marketing information;

(Collectively and together with the Sites, the “**Service**”).

**By accessing or using the Service, you consent to the collection, use and disclosure of personal information by Mobile Tech Lab in accordance with the Privacy Policy. You may choose not to provide us with personal information. However, if you make this choice we may not be able to provide you with the application, service or information that you requested.**

We recommend that you read this entire Privacy Policy to ensure that you are fully informed. However, you can access specific sections of this Privacy Policy based on the type of information you are looking for by using the below guide. Each topic is numbered to correspond directly with the relevant section of this Privacy Policy. If you are accessing this Privacy Policy online, you can click on any one of the links below to access the corresponding section.

# What are the key defined terms used throughout this Privacy Policy?

# What personal information do we collect?

# What is the purpose of the collection and use of your personal information?

# To whom do we disclose your personal information?

# Do we collect information on behalf of anyone else? If so, which privacy policy governs?

# What if there is a change in the initial purpose of collection of your personal information?

# Do we knowingly collect personal information about children?

# How do we safeguard your personal information?

# Do we transfer your personal information to third parties for storage or processing?

# How long do we retain your personal information?

# Do we collect, use, and disclose non-personal information about you?

# How do we ensure the accuracy of your personal information?

# How can you access your personal information?

# What types of “cookies” and/or other technologies do we use and how can you change your “cookie” settings?

# Do we have links to other websites on the Service? If so, which privacy policy governs?

# Do we use third party advertising partners? If so, how can you opt out of targeted advertising?

# What type of analytics services do we use and for what purpose? How can you disable analytics?

# Whom do you contact if you have an inquiry, complaint, or want to request a review of your personal information?

# How do we handle complaints?

# How do you withdraw your consent to the collection, use or disclosure of your personal information?

# How can you unsubscribe from our commercial electronic messages such as messages regarding new products or services?

# If changes are made to this Privacy Policy, will you be notified? If so, how will you be notified?

# **Definitions**

For the purposes of this Privacy Policy, the following words have the following meanings:

“**access**” means the act of observing, but not collecting, personal information stored on a device.

“**collection**” means the act of gathering, acquiring, recording or obtaining personal information from any source, including third parties, by any means.

“**consent**” means voluntary agreement with the collection, use and disclosure of personal information for defined purposes. Consent can be either express or implied and can be provided directly by the individual or by an authorized representative, such as a parent or guardian. Express consent is permission that is granted by an individual taking a positive step to signify consent and may be given orally, electronically or in writing. Implied consent is the assumption of consent that can reasonably be inferred from a user's action or inaction.

“**disclosure**” means making personal information available to a third party.

“**employee**” means an employee of Mobile Tech Lab, and for the purpose of this Privacy Policy only, includes agents, independent and other contractors performing services for Mobile Tech Lab.

“**non-personal information**” means information that does not identify a specific individual and which we are unable to connect to other information in order to identify a specific individual.

“**Organization**” means a company, entity or organization, including any business, but does not include an individual;

“**personal information**” means information about an identifiable individual, but not aggregated information that cannot be associated with a specific individual.

**“registered user”** means a user who has created and registered an account with Mobile Tech Lab, as well as an Organization that has created and registered an account or accounts with Mobile Tech Lab.

“**third party**” means an individual other than the user, or the user's agent, or an organization other than Mobile Tech Labor an Organization which is a user.

“**use**” means the treatment, handling and management of personal information by and within Mobile Tech Lab.

“**user**” means an individual who visits the Sites and/or accesses the Services and/or uses the Service, as well as an Organization which visits the Sites and/or accesses the Services and/or uses the Service.

1. **Personal Information We Collect**

When you interact with us through the Service, we may collect or receive the following types of information.

**Personal Information You Provide To Us**

You may provide us with your personal information in different ways. For example, we may collect any or all of the following personal information if the information is reasonably required to provide the Service to you:

## information that you provide when you use the Service, become a registered user or otherwise complete forms for the Service, such as your name, company name, birth date, email address, social media user ID, postal address, telephone number, and country of residence;

## your log-in and password details in connection with your Mobile Tech Labaccount(s), including your username;

## information that you provide to Mobile Tech Labwhen you subscribe to the Service, such as your billing address, payment method and credit card information;

## information you provide when booking a repair appointment, such as the brand name and model of your mobile device, and the details of any issues you may be having;

## the password to your mobile device, if any, where necessary to access or test the device;

## your correspondence with Mobile Tech Labemployees and independent contractors, including any questions, concerns or comments you may have about the Service or problems that you report;

## comments, videos, photographs, and any other content or information that you may submit to the Service; and/or

## details of your requests made through the Service.

**Technical Information We Collect Automatically**

When you visit the Sites, we may collect, using electronic means, technical information. This information may include:

## the IP address of your computer and which browser you used to view our Sites and utilize the Service;

## operating system;

## resolution of screen;

## location;

## language settings in browsers; and/or

## the site you came from and searched for keywords if arriving from a search engine.

This technical information (some of which in certain instances may be considered personal information) is aggregated and used to measure and improve effectiveness of our Sites and Service. We do not attempt to combine this technical information with other personal information we collect on our Sites or when you utilize the Service.

**Personal Information Posted by You or Others to the Service**

If you voluntarily submit or post any information, videos, photographs or other content (“**User Content**”) to the Service, certain of your personal information may be included in the posting, such as your user name and email address, and this information may be collected and used by others. Mobile Tech Labhas no control over and is not liable for the collection, use or disclosure of any posted User Content or your included personal information by users of the Service. You are responsible for ensuring the protection of any of your personal information that you post to any other user’s account, Mobile Tech Labmessaging account or to the Sites or Service.

**Personal Information We May Access but Will Not Collect**

It is highly likely that your mobile device will contain personal information while we are conducting our repairs. There is significant personal information which Mobile Tech Lab may access during the course of a repair, but will not collect. That personal information which is stored on your mobile device may include but is not limited to your:

1. device call logs;
2. personal contact list;
3. phone book;
4. pictures;
5. videos;
6. dictated notes;
7. typed notes;
8. customer installed applications;
9. text or other electronic messages;
10. browsing history;
11. SIM card; and/or
12. SD Card.

Mobile Tech Lab makes no efforts to collect these types of personal information, but may access the information during the course of a repair only where necessary to validate a claimed defect or confirm that a repair was successful. Mobile Tech Lab will at all times treat this personal information with appropriate sensitivity.

1. **Purpose of Collection and Use of Personal Information**

Mobile Tech Labcollects your personal information and will use your personal information as is reasonably required for the following purposes:

## if you are a registered user, to establish and maintain your Mobile Tech Labaccount;

## to enter into and perform transactions for the use, purchase, or repair of products and services offered by us and our service providers;

## to provide the Service and/or any other services or information that you request and we may provide;

## 

## to verify your identity if you submit comments, videos, photographs, opinions, or any other content or information to the Service;

## to respond to questions, comments, requests, job applications, or complaints that you submit to Mobile Tech Lab;

## to collect amounts owing from you to Mobile Tech Lab, if applicable;

## to process payments made by you to Mobile Tech Lab;

## to track communications with you;

## to analyze use of the Service and to improve the Service;

## to send emails, newsletters, regular mail or other communications you have consented to receive from Mobile Tech Lab;

## to provide Service-related announcements or notifications to you such as any warranty issues, product recalls, or customer notices regarding the Service;

## to aggregate your personal information resulting from the combination and/or aggregation of certain raw personal information collected from you with other data in a way that no longer personally identifies you;

## to display advertising on the Service or to manage and serve our advertising on other sites. See Section 16 on targeted advertising and how you may opt out;

## to fulfill a purpose that we disclose to you when we request your personal information; and/or

## to meet legal and regulatory requirements.

Mobile Tech Lab does not collect your payment information for purchases made online. Instead, we engage third parties such as PayPal, Clover, and Shopify to process payments made by you online. You will be bound by the privacy policies of these third party sites.

Your personal information will only be collected and used by Mobile Tech Laband employees, independent contractors, agents, partners and service providers in a manner consistent with the activities of Mobile Tech Lab. Access to your personal information by Mobile Tech Labemployees, independent contractors, agents, partners and service providers is limited only to those authorized, based on their need to deal with the personal information for the reason(s) for which it was obtained, including to enable them to perform a business, professional or technical support function for Mobile Tech Lab. Mobile Tech Lab has a zero tolerance policy for use of your personal information in a manner that violates this Privacy Policy

1. **Disclosure of Personal Information**

Mobile Tech Labmay disclose your personal information to:

## its employees, independent contractors, agents, partners, distributors, retailers and service providers only where it is reasonably necessary to enable these parties to perform a business, professional or technical support function for Mobile Tech Lab, for example, data hosting;

## a person who, in the reasonable judgment of Mobile Tech Lab, is seeking the information as your agent; and

## a third party or parties, where you consent to such disclosure or the disclosure is permitted or required by law.

**Corporate Reorganization and Business Transfers**

Mobile Tech Labmay also disclose your personal information in connection with a corporate re-organization, a merger or amalgamation with another entity, a sale of all or a substantial portion of our assets or stock, including any due diligence exercise carried out in relation to same, provided that the information disclosed continues to be used for the purposes permitted by the Privacy Policy by the entity acquiring the information.

# **Information Collected on Behalf of our Partners**

# Mobile Tech Lab partners with Bounce™, a registered trademark of WGI Service Plan Division Inc. (**“Bounce”**) and Flexiti Financial Inc. (**“Flexiti”**) (collectively, our **“Partners”**). These partners may offer you certain services as a Mobile Tech Lab customer. Specifically, Bounce may offer insurance services, and Flexiti may offer financing services.

# Sometimes, a Mobile Tech Lab employee may assist you in completing an application to either of our Partners. Personal information collected by our Partners, and/or by Mobile Tech Lab on behalf of our Partners, is disclosed to and controlled by our Partners and will be governed by their privacy policies.

# On behalf of Bounce, Mobile Tech Lab may collect the following:

# Name;

# Address;

# Telephone number;

# Email address;

# Payment information;

# Payment receipts and/or proof of payment where you are making a claim;

# Device serial number/International Mobile Equipment Identity number; and/or

# Imagines of your mobile device.

# Bounce also requires customers to download their mobile app to your device. Mobile Tech Lab collects this information on behalf of Bounce and discloses this information to Bounce in order to facilitate your application for their services. Please refer to the Bounce privacy policy, found [here](https://getbounce.ca/pages/privacy-policy), to see how Bounce handles your information.

# On behalf of Flexiti, Mobile Tech Lab may collect the following:

# Name;

# Address;

# Telephone number;

# Email address;

# Date of birth;

# Gender;

# Mother’s maiden name;

# Social Insurance Number (optional);

# Credit card number (optional);

# Information from your driver’s licence or other government identification (identification number, issuing locale, and expiry date);

# Employment and income details;

# Credit information (such as credit history, payment history and Account details pertaining to other credit accounts you have, payment history and details pertaining to your Flexiti credit Account, and all other personal information that affects credit that has been provided to you or that you have applied for);

# Banking information (merchant partners only);

# Language preference; and/or

# Interests and hobbies.

# Mobile Tech Lab collects this information on behalf of Flexiti and discloses this information to Flexiti in order to facilitate your application for their services. Please refer to the Flexiti privacy policy, found [here](https://flexiti.com/EN/Privacy), to see how Flexiti handles your information.

# **Mobile Tech Lab will not retain any of the information that is collected solely on behalf of our Partners any longer than is required to disclose that information to our Partners.**

# **Change of Purpose**

Mobile Tech Labwill only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and obtain your express consent to do so pursuant to Section 22.

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law.

1. **Children**

The Service is intended for general audiences and is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13 without the consent of their parent or guardian. In the event that we learn that we have done so, we will take appropriate steps to delete that personal information. If you become aware or believe that a child has provided us with personal information, please contact us as provided in Section 18.

1. **Safeguarding Your Personal Information**

Mobile Tech Labis committed to safeguarding your personal information. Mobile Tech Labuses appropriate security measures to protect personal information against risks such as loss or theft, unauthorized access, disclosure, copying, misuse, modification or destruction, and any other unlawful form of processing of the personal information in our possession regardless of the format in which it is held. The methods of protection and safeguards used by Mobile Tech Labinclude, but are not limited to:

* **Administrative safeguards** such as privacy and security policies and procedures, privacy and data protection training for Mobile Tech Labstaff and agents. Specific procedures we have implemented include
  + limiting how often, and to what extent, technicians should access customer content to test functionality;
  + requiring that any device handling be done at a repair work station or in the presence of the customer in a customer facing area; and
  + requiring that any removable storage such as an SD or SIM card be accounted for at all times and not removed from the device;
* **Technical safeguards** such as security testing, vulnerability scans, and technological measures, including the use of passwords, encryption, firewalls, and secure coding frameworks;
* **Physical safeguards** such as locked filing cabinets, and need-to-know access for Mobile Tech Labemployees and independent contractors. We have also installed video security cameras capable of recording all activities that take place at repair work stations with appropriate notice to individuals that recording is occurring.

In any organization, failure to protect personal information can increase the risk of a privacy breach which can lead to things such as financial loss, reputational harm, fraud, or identity theft. While Mobile Tech Labcannot guarantee that a privacy breach will not occur, Mobile Tech Labwill make every effort to prevent such occurrences by implementing the above security safeguards.

Mobile Tech Labalso ensures that its employees, independent contractors, agents, partners and service providers with access to personal information are made aware of the importance of maintaining the confidentiality of personal information.

Mobile Tech Labtakes care in disposing of or destroying personal information to prevent unauthorized parties from gaining access to the information.

**While Mobile Tech Lab is committed to safeguarding your personal information, we cannot ensure or warrant the security of any personal information we collect either directly or automatically from you, and you provide your personal information at your own risk.**

**Mobile Tech Lab cannot guarantee that such personal information may not be accessed, disclosed, altered, or destroyed by breach of any of our security safeguards. To the degree that personal information is of a sensitive nature, in the event of a breach, there may be a risk of significant harm to you which includes bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on the credit record and damage to or loss of property.**

**Mobile Tech Lab also cannot guarantee that information sent or received over the Internet is secure and does not make any representation or warranty concerning the security of personal information communicated to or from Mobile Tech Lab via the Internet or regarding the interception by third parties.**

# **Cross Border Transfer of Personal Information**

# Subject to any contractual restrictions as between Mobile Tech Laband an Organization, your personal information may be stored and processed in any country (e.g. Canada, United States) where we engage third party service providers. Very rarely, we may outsource your repairs to a third party repair centre which may or may not be located outside of Canada.

# While your personal information is outside of your country of residence, it is subject to the law of the country in which it is held, and may be subject to disclosure to the governments, courts, or law enforcement or regulatory agencies of such other country, pursuant to the laws of such country. For example, personal information stored in the United States is subject to the USA PATRIOT ACT. However, our practices will at all times continue to be governed by this Privacy Policy.

# Mobile Tech Labhas measures in place to ensure that during cross-border transfers of your personal information the personal information is subject to appropriate safeguards in accordance with data protection laws. Mobile Tech Lab also implements measures to protect your personal information while your device is with a third party repair centre. These measures typically include contractual safeguards stipulating the confidentiality of the information and the purposes for which it is to be used.

Where and when appropriate, we will transmit amended personal information to third parties having access to the personal information in question.

# **Retention of Personal Information**

Mobile Tech Labwill only keep personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this Policy Privacy and in order to comply with our legal and regulatory obligations. To determine the appropriate retention period for your information, we consider the amount, nature, and sensitivity of the information, the potential risk of harm from unauthorized use or disclosure of your information, the purposes for which we process your information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Please note, if you are a registered user and your Mobile Tech Labaccount becomes inactive, Mobile Tech Labmay choose not to retain your User Content, personal information associated with your Mobile Tech Labaccount, or any other records associated with your Mobile Tech Labaccount, for a period longer than one (1) year after your Mobile Tech Labaccount becomes inactive, in which case such information may be destroyed. If your Mobile Tech Labaccount becomes inactive, you are solely responsible for exporting any such information from your Mobile Tech Labaccount that you may wish to retain.

Where necessary and otherwise authorized, or where a device has been abandoned and before transferring it to a third party, Mobile Tech Lab shall utilize, or engage a third party who shall utilize, one or more methods in compliance with R2 Data Destruction methodology and NIST 800-88 to clear a device or otherwise render the content unrecoverable. The 2013 version, or a later version of R2, shall be used.

# **Non-Personal Information**

We may collect, use and disclose non-personal information, including aggregated data resulting from the combination and/or aggregation or certain raw data collected from you with other data in a way that no longer personally identifies you. We make no attempt to link this non-personal information with the identity of individuals. We may permanently archive non-personal information for future use in any manner whatsoever.

1. **Accuracy of Personal Information**

Mobile Tech Labis committed to keeping your personal information as complete, up-to-date and accurate as is necessary for the purposes for which it is to be used. Mobile Tech Labwill promptly correct or complete any personal information found to be inaccurate or incomplete. Where appropriate, Mobile Tech Labwill transmit amended information to third parties having access to the personal information in question.

# **Access to Personal Information**

Upon request, Mobile Tech Labwill provide you with a reasonable opportunity to review the accuracy of your personal information. Such personal information will be provided within a reasonable time of the request and at a minimal or no cost to you.

Also upon request, Mobile Tech Labwill provide an account of the use and disclosure of your personal information and, where reasonably possible, will state the source of the information. In providing an account of disclosure, Mobile Tech Labwill provide a list of organizations to which it may have disclosed personal information about you when it is not possible to provide an actual list.

In certain situations, Mobile Tech Labmay not be able to provide access to all of the personal information we hold about you. In such a case, we will provide the reasons for denying access upon request. Such reasons may include:

## if doing so would likely reveal personal information about another individual that cannot be severed or the information could reasonably be expected to threaten the life or security of another individual;

## if doing so would reveal any of our confidential information;

## if the information is protected by solicitor-client privilege;

## if the information was generated in the course of a formal dispute resolution process; or

## if the information was collected in relation to the investigation of a breach of an agreement or a contravention of a federal or provincial law, or that of a foreign jurisdiction.

Individuals can obtain information or seek access to their personal information by contacting our Privacy Officer pursuant to Section 18 of this Privacy Policy during regular business hours.

# **Cookies and Similar Technologies**

The Service uses “cookies”, which are small text files placed on your computer or other device when you visit a website. When you visit the site again, the cookie allows that site to recognize your browser. Cookies may store user preferences and other information.

There are three main types of cookies:

## **Session Cookies** are specific to a particular visit and limited to sending session identifiers (random numbers generated by the server) so you do not have to re-enter information when you navigate to a new page or check out. Session cookies are not permanently stored on your device and are deleted when the browser closes;

## **Persistent Cookies** record information about your preferences and are stored in your browser cache or mobile device and remain on your device between browsing sessions. For example, a persistent cookie may be used on a website to remember your log-in details so you will not need to enter those details each time you visit that website; and

## 

## **Third Party Cookies** placed by someone other than us which may gather data across multiple websites or sessions.

We use the below listed cookies to perform the following functions:

## **Strictly Necessary / Technical Cookies** that are essential to enable you to move around a website and use its features. You cannot withdraw your consent to the use of these types of cookies because without them, the Service cannot be provided.

## **Analytical / Performance Cookies** that collect information in aggregated form about how users interact with the Service so that we may improve functionality. These cookies are sometimes placed by third party providers which enable features or functionality provided by third parties in connection with the Service. For example, advertising, interactive content, and analytics (see Section 17 below). The parties that set these third-party cookies can recognize your device both when it visits the website in question and also when it visits certain other websites.

## **Functional Cookies** that allow a website to remember choices you make, recognize you when you return and to personalize content.

## **Targeting / Advertising Cookies** that track browser habits and used to deliver targeted (interest-based) advertising based on your browsing activities and interests. See Section 16 on how you may opt out of targeting advertising.

You acknowledge that where we allow third parties to drop cookies, we have no control over those cookies or the data generated. Please refer to the third party’s privacy policy for information on what information they collect and how they use it. These cookies are likely to be analytical/performance cookies or targeting cookies.

**Other Technologies**

We may use other technologies similar to cookies like web beacons, which are sometimes called “tracking pixels” or “clear gifs”. These are tiny graphics files that contain a unique identifier that enable us to recognize when someone has visited the Service or opened an email that we have sent them. In many instances, these technologies are reliant on cookies to function properly, and so declining cookies will impair their functioning.

**Right to Refuse the Use of Information Collection Technologies**

We obtain your consent to our information collection technologies through our opt-in mechanism on the Service. You have the right to object to the use of information collection technologies such as cookies. Regular cookies may generally be disabled or removed by tools that are available as part of most commercial browsers, and in some but not all instances can be blocked in the future by selecting certain settings. Each browser you use will need to be set separately and different browsers offer different functionality and options in this regard.

**Please be aware that if you disable or remove these technologies you may find that certain functions and features will not work as intended on the Service and that when you revisit our website your ability to limit cookies is subject to your browser settings and limitations.**

# **Links to Other Websites**

The Service may contain links to other sites, such as social media platforms (e.g. Facebook, Instagram, YouTube, Twitter, and LinkedIn) and insurance providers we partner with. This Privacy Policy only applies to personal information that we collect, use and disclose. We are not responsible or liable for the privacy practices of third parties, and we strongly recommend that you review their privacy policies before you disclose personal information to them.

# **Targeted Advertising and How You May Opt Out**

We may use third party advertising partners such as advertising networks, exchanges, and social media platforms to display advertising on the Service or to manage and serve our advertising on other sites. You have a variety of options to opt out of interest based advertising ranging from browser controls, add on utilities such as ad blockers, and other opt out tools. Opt out tools may include organizations such as:

* Network Advertising Initiative: <https://optout.networkadvertising.org/?c=1>,;
* Digital Advertising Alliance (“DAA”) of Canada: <https://youradchoices.ca/>;
* DAA YourAdChoices: <https://youradchoices.ca/en/tools>.

# **Analytics**

The Service employs Google Analytics, a web analysis service from Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics uses "cookies," which are text files placed on your computer, to help the website analyze how users use the Service, compiling reports on the activity of the Service for the Services’operators and providing other services relating to website activity and Internet usage. The information generated by the cookie (including the IP address) is transferred and stored on a Google server located in the United States.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other information held by Google.

We may also use additional analytics programs from time to time to process non-personal information about you.

We make no attempt to link this non-personal information with the identity of individuals using the Service. Non-personal information may be permanently archived for future use in any manner whatsoever by Mobile Tech Lab.

**Disable Google Analytics**

You can prevent the collection and processing of cookie created data relating to your utilization of the Service (including your IP) via Google by downloading and installing the browser-plugin available under the following link (<https://tools.google.com/dlpage/gaoptout?hl=en>).

Google currently offers this opt-out tool for Internet Explorer 11, Google Chrome, Mozilla Firefox, Apple Safari and Opera.

Further information concerning the terms and conditions of Google’s use and data privacy can be found at <https://www.google.com/analytics/terms/us.html> or at <https://policies.google.com/privacy>.

# **Contact Us**

To submit an inquiry, complaint, request a review of your personal information, correct or update your personal information, withdraw your consent or request more information or additional copies of this Privacy Policy contact:

**Mobile Tech Lab Privacy Officer**

**Mailing Address: 2020 Corydon Ave, Unit F, Winnipeg, MB R3P 0N2**

**Telephone No.: (204) 808-9416**

**E-mail:** [**hello@mobiletechlab.ca**](mailto:hello@mobiletechlab.ca)

# **Complaints**

Mobile Tech Labwill promptly investigate all complaints concerning our compliance with this Privacy Policy and our dealings with your personal information. If a complaint is found to be justified, Mobile Tech Labwill take appropriate measures to resolve the complaint, including, if necessary, amending our policies and procedures. You will be informed of the outcome of the investigation regarding your complaint.

# **Withdrawing Consent**

You may withdraw your consent to the collection, use or disclosure of your personal information by Mobile Tech Labat any time, subject to legal or contractual restrictions and reasonable notice. In certain circumstances, your withdrawal of consent may result in the inability of Mobile Tech Labto continue providing aspects or optimization of the Service to you. Please contact Mobile Tech Labfor more information regarding the implications of withdrawing consent.

# **Unsubscribe from Commercial Electronic Messages**

We may send you commercial electronic messages (such as marketing or promotional messages) if you have:

* provided us with your express consent to receive these messages;
* recently purchased or leased a product or service from us;
* entered into a contract with us or some other form of business relationship with us;
* requested information from us; or
* applicable law otherwise permits us to send commercial electronic messages to you.

If you no longer wish to receive commercial electronic messages from Mobile Tech Labregarding our new products or services, promotions or other similar communications, you may unsubscribe here. Please note that, after you unsubscribe, Mobile Tech Labmay still send electronic communications to you in certain limited circumstances, such as to provide you with Service notifications and billing information, or to provide information that Mobile Tech Labis legally obligated to provide you.

# **Privacy Policy Changes**

We may modify the Privacy Policy to accommodate changes in our services, changes in technology and legal developments. If we make changes to the Privacy Policy, we will provide notice through the Service, or by other means to provide you the opportunity to review the changes before they become effective. For example, we may place a prominent notice on the Service or e-mail you to let you know of an updated Privacy Policy.

If we make significant changes to the Privacy Policy, we will provide at least 30 days’ notice through the Service, or by other means, to provide you the opportunity to review the changes and provide your required consent before they become effective. A significant change may be using personal information for a new purpose or disclosures to new third parties.

You acknowledge that your continued use of the Service after we modify this Privacy Policy, publish or send a notice about our changes to the Privacy Policy means that the collection, use and sharing of your personal data is subject to the updated Privacy Policy.

If you object to any changes to this Privacy Policy you may decide not to use the Service and/or close your account.

Whenever we update this Privacy Policy, we will change the date below to indicate when the changes were made.

**Date: March 29, 2021**