

## Rax Privacy Policy

rax app Incorporated owns and operates rax, a mobile application “App” and website (together, the “Platform”) providing users with a variety of resources to facilitate peer-to-peer sharing, lending, borrowing and renting of goods and services. This Policy describes the information we collect from you via the Platform and what happens to that information. This Policy applies to all sites under the rax domain or rax brand. If we make any material changes to our privacy practices, we will post a revised Privacy Policy on this page. If you have any questions, please contact us by chatting with rax in the chat function of the Platform.

IF YOU DO NOT ACCEPT AND AGREE WITH OUR PRIVACY POLICY, THEN YOU MUST NOT ACCESS OR USE THE PLATFORM. IF YOU USE THE PLATFORM FOLLOWING A CHANGE TO THE TERMS OF THIS PRIVACY POLICY, YOU ARE PROVIDING YOUR ACCEPTANCE OF OUR PRIVACY POLICY AS REVISED. Capitalized terms used herein without definition shall have the meanings ascribed to them in our Terms of Service.

### **1. Information Collection**

We may collect information including but not limited to the following about you and your use of our Platform in order to create a better, more personalized experience for you or for internal research purposes:

**Personal Information:** We collect your email address, your phone number, your name (if provided) a password selected by you, your address and postal code, pictures and data that may be selected or entered by you through the Platform, or retrieved from other 3rd party sites. We only collect personal information about you that we consider necessary for achieving this purpose. By signing up for rax, you agree to opt in for emails from rax. Note you may unsubscribe at anytime using the unsubscribe mechanism at the bottom of our emails.

Whenever you voluntarily disclose personal information on publicly-viewable screens or pages, that information will be publicly available and can be collected and used by others. For example, if you post your email address, you may receive unsolicited messages. We cannot control who reads your posting or what other users may do with the information you voluntarily post, so we encourage you to exercise discretion and caution with respect to posting your personal information.

You may also (but are not required to) provide information about yourself (such as your location, URL, pictures, height, sizes, gender or a biography). Any additional image or information you provide will be publicly displayed.

**Technical Information:** We automatically track certain information about our members including but not limited to internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, click patterns, etc.), your mobile device's unique ID number, your mobile device's geographic location while the App is actively running, your computer's IP address, technical information about your computer or mobile device (such as type of device, web browser or operating system), your preferences and settings (time zone, language, privacy preferences, product preferences, etc.), the URL of the last web page you visited before coming to one of our sites, the buttons, controls and ads you clicked on (if any), how long you used the app and which services and features you used, the online or offline status of the App.

**User Submissions:** We collect information including but not limited to postings you make on the public areas of our website, messages you send to us, and correspondence we receive from other members or third parties about your activities or postings on our website.

Please be careful about posting sensitive details about yourself on your profile. While you may voluntarily provide this information to us when you create your profile, there is no requirement to do so. Please remember that photographs that you post on the App may reveal these kinds of sensitive personal data. Where you do

upload and choose to tell us sensitive information about yourself, you are explicitly consenting to our processing your information and making this public to other users.

If you choose to post messages in our chat rooms or other public message areas or leave feedback for other users, please note that such information is available to anyone with Internet access. We may, but are not obligated to, collect the information you post in our chat rooms or other public message areas to resolve disputes, provide customer support and troubleshoot problems as permitted by law. PLEASE BE CAREFUL WHEN DISCLOSING ANY INFORMATION IN CHAT ROOMS, DISCUSSION BOARDS AND OTHER PUBLIC POSTING AREAS. WE ARE NOT RESPONSIBLE FOR THE USE BY OTHERS OF THE INFORMATION YOU PUBLICLY DISCLOSE.

Upon your request, we will deactivate your account and remove your personal information from publicly available sections of the Platform and in accordance with any applicable laws. To make this request, chat with rax in the chat function of the App. Upon our receipt of your request, we will deactivate your account and remove your personal information as soon as reasonably possible from publicly available sections of the Platform. Nonetheless, we will retain in our files information you may have requested us to remove if, in our sole discretion, retention of the information is necessary to resolve disputes, troubleshoot problems or to enforce the Terms of Service Agreement. Furthermore, your information may never be completely removed from our databases due to technical and legal constraints (for example, we may not remove your information from our back up storage).

## **2. HOW WE COLLECT INFORMATION ABOUT YOU**

We use different methods to collect your information, including through:

- **Direct interactions with you when you provide it to us**, for example, by filling in forms or corresponding with us by phone, email, or otherwise.
- **User contributions**. You may also provide information for us to publish or display on public Platform areas or transmit to other Platform users or third parties.]
- **Automated technologies or interactions**, as you navigate through our Website. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- **Third parties or publicly available sources**, for example, our business partners.

## **Information You Provide to Us**

The information we collect directly from you on or through our Platform may include:

- Information that you provide by filling in forms on our Platform. This includes information provided at the time of registering to use our Platform, posting material, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Platform.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Platform and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Platform.
- Your search queries on the Platform.

You may also provide information to be published or displayed (hereinafter, "**posted**") on public areas of the Platform or transmitted to other users of the Platform or third parties (collectively, "**User Contributions**"). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to certain pages/you may set certain privacy settings for such information by logging into your account profile, please be aware that no security measures are perfect. Additionally, we cannot control the actions of other users of the Platform with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that unauthorized persons will not view your User Contributions.

## **Information We Collect Through Cookies and Other Automatic Data Collection Technologies**

As you navigate through and interact with our Platform, we may use cookies or other automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Platform, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Platform.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

We may also use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). To learn more or to opt-out of tailored advertising please visit [Digital Advertising Alliance of Canada Opt-Out Tool](#) for information on how you can opt out of behavioral tracking on this Platform and how we respond to web browser signals and other mechanisms that enable consumers to exercise choice about behavioral tracking.

The information we collect automatically is statistical information that includes personal information, and we maintain it or associate it with personal information we collect in other ways, that you provide to us, or receive from third parties. It helps us to improve our Platform and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Platform according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Platform.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Platform.
- **Flash Cookies.** Certain features of our Platform may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Platform. Flash cookies are not managed by the same browser settings that are used for browser

cookies. For information about managing your privacy and security settings for Flash cookies, see [Choices About How We Use and Disclose Your Information](#).

- **Web Beacons.** Pages of our Platform and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

### **Third Party Use of Cookies and Other Tracking Technologies**

Some content or applications on the Platform, including advertisements, are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Platform. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioural) advertising or other targeted content.

You can opt-out of several third party ad servers' and networks' cookies simultaneously by using an opt-out tool created by the [Digital Advertising Alliance of Canada](#). Opting out of a network does not mean you will no longer receive online advertising. It does mean that the network from which you opted out will no longer deliver ads tailored to your web preferences and usage patterns.

We do not control these third parties' tracking technologies or how they are used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For more information about how you can opt out of receiving targeted advertising from many providers, see [Choices About How We Use and Disclose Your Information](#).]

### **3. Use of Information**

We use the information we collect about you to create a better, more personalized experience for you based on your individual usage habits, improve our marketing and promotional efforts, analyze site usage and disclose aggregated statistics, improve our content and product offerings, aid in our monetization efforts, and customize our Platform's content, layout and services. We also use the information we collect about you to resolve disputes, troubleshoot problems, and enforce our Terms of Service Agreement. We may use your correspondence with us, information posted by you or photographs submitted for publication on the Platform for promotional, sales or any use that we consider appropriate, whether submitted via email, postings on the Platform or feedback via the member polls.

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our Services are temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Based upon the Personal Information you provide us, we will send you a welcoming email to verify your username and password. We will communicate with you in response to your inquiries, to provide the services you request, to manage your account, and to provide the best customer service possible.

App Notifications: If you download and use the App, and have enabled push notifications on your mobile device, we may send you alerts and notifications through push notifications, for example, to communicate shipping status for goods you rent. You can opt out of these transactional messages by changing the settings on your mobile device.

We have established procedures to safeguard and secure the information we collect. However, the internet is an open system, and we can make no guarantees as to the security or privacy of your information submitted to the Platform. For this reason, we recommend that you use anti-virus software, routine credit checks, firewalls and other precautions to protect yourself from security and privacy threats.

Your information will be shared with other users when you and such other users agree to share, borrow, lend, buy or obtain goods through the App for such purposes. We will use your information to complete transactions requested by you.

#### 4 Disclosure

We may share your information with third party partners or third parties hired by us to perform functions and provide services to us subject to confidentiality obligations consistent with this Privacy Policy and on the condition that the third parties use your information only on our behalf and pursuant to our instructions. We may keep track of your device's geographic location so that we can connect you to other users, items or services, based on your particular geographic location.

We may disclose any information in response to a legal request such as a subpoena, court order, or government demand, to investigate or report illegal activity, or to enforce our rights or defend claims. We may also transfer your information to another company in connection with a partnership or a corporate restructuring, such as a sale or merger.

#### 5 Transferring your Personal Information

We may transfer personal information that we collect or that you provide as described in this policy to contractors, service providers, and other third parties we use to support our business (such as analytics and search engine providers that assist us with Platform improvement and optimization) 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.

We may process, store, and transfer your personal information in and to a foreign country, with different privacy laws that may or may not be as comprehensive as Canadian law. In these circumstances, the governments, courts, law enforcement, or regulatory agencies of that country may be able to obtain access to your personal information through the laws of the foreign country. Whenever we engage a service provider, we require that its privacy and security standards adhere to this policy and applicable Canadian privacy legislation.

By submitting your personal information or engaging with the Website, you consent to this transfer, storage, or processing.

### **CHOICES ABOUT HOW WE USE AND DISCLOSE YOUR INFORMATION**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's [website](#). If you disable or refuse cookies, please note that some parts of this Website may not be accessible or may not function properly. For more information about tracking technologies, see [Information We Collect Through Cookies and Other Automatic Data Collection Technologies](#).
- **Third-Party Advertising.** If you do not want us to share your personal information with unaffiliated or non-agent third parties for promotional purposes, you can opt-out by [ OPT-IN OR OPT-OUT METHOD]]. You can also opt-out by logging into the Platform by sending us an email stating your request to [EMAIL ADDRESS].]
- **Promotional Offers from rax.** If you have opted in to receive certain emails from us but no longer wish to have your contact information used by the Company to promote our own or third parties' products or services, you can opt-out by unsubscribing at the bottom of the email or at any other time by sending us an email stating your request to [marley@raxapp.ca](mailto:marley@raxapp.ca). If we have sent you a promotional email, you may unsubscribe by clicking the unsubscribe link we have included in the email. [This opt-out does not apply to information provided to the Company as part of a product purchase, warranty registration, product service experience, or other transactions.]]
- **Targeted Advertising.** If you do not want us to use information that we collect or that you provide to us to deliver advertisements according to our advertisers' target-audience preferences, you can opt out by emailing [info@raxapp.ca](mailto:info@raxapp.ca). For this opt-out mechanism to function, you must have your browser set to accept browser cookies.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of several third party ad servers' and networks' cookies simultaneously by using an opt-out tool created by the [Digital Advertising Alliance of Canada](#). Opting out of a network does not mean you will no longer receive online advertising. It does mean that the network from which you opted out will no longer deliver ads tailored to your web preferences and usage patterns.

## **DATA SECURITY**

The security of your personal information is very important to us. We use physical, electronic, and administrative measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. Any payment transactions will be encrypted by Stripe.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Platform, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Platform like message boards, which any Platform visitor can view.

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 Platform. 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 the Platform.

## **DATA RETENTION**

Except as otherwise permitted or required by applicable law or regulation, we will only retain your personal information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Under some circumstances we may anonymize your personal information so that it can no longer be associated with you. We reserve the right to use such anonymous and de-identified data for any legitimate business purpose without further notice to you or your consent.

#### 6. Children's privacy

Rax does not allow persons under 18 to register for any service, and we do not knowingly collect any personally identifiable information from persons under the age of 18. If you are under 18, do not use or provide any information on this Platform or on or through any of its features/register on the Platform, make any purchases through the Platform, use any of the interactive or public comment features of this Platform, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at [info@raxapp.ca](mailto:info@raxapp.ca)

#### 7. . Information from users outside Canada

If you're outside Canada your information will be sent to and stored in Canada, where our servers are located. By using the app, you agree to the information collection, use, and sharing practices described in this Privacy Policy.

#### 8. Copyright Concerns

If you believe that your copyright has been infringed, please send a detailed message to [info@raxapp.ca](mailto:info@raxapp.ca).

### **9. 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.

You can review and change your personal information by logging into the Platform and visiting your account profile page.

If you want to review, verify, correct, or withdraw consent to the use of your personal information you may also send us an email at [info@raxapp.ca](mailto:info@raxapp.ca) to request access to, correct, or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

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.

We will provide access to your personal information, subject to exceptions set out in applicable privacy legislation. Examples of such exceptions include:

- Information protected by solicitor-client privilege.
- Information that is part of a formal dispute resolution process.
- Information that is about another individual that would reveal their personal information or confidential commercial information.
- Information that is prohibitively expensive to provide.

If you are concerned about our response or would like to correct the information provided, you may contact [info@raxapp.ca](mailto:info@raxapp.ca)

If you delete your User Contributions from the Platform, copies of your User Contributions may remain viewable in cached and archived pages or might have been copied or stored by other Platform users. Proper access and use of information provided on the Platform, including User Contributions, is governed by our [terms of use](#).

## **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 [info@raxapp.ca](mailto:info@raxapp.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.

## **10. CHANGES TO OUR PRIVACY POLICY**

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Platform home page. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account and/or through a notice on the Platform home page.

We include the date the privacy policy was last revised at the top of the page. You are responsible for ensuring we have an up-to-date, active, and deliverable email address for you, and for periodically visiting our Platform and this privacy policy to check for any changes.

## **11. CONTACT INFORMATION AND CHALLENGING COMPLIANCE**

We welcome your questions, comments, and requests regarding this privacy policy and our privacy practices. Please contact us at:

[info@raxapp.ca](mailto:info@raxapp.ca)

We have procedures in place to receive and respond to complaints or inquiries about our handling of personal information, our compliance with this policy, and with applicable privacy laws. To discuss our compliance with this policy please contact us using the contact information listed above.

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