

# Solv3D Privacy Policy

Solv3D Inc. (“**Solv3D**”, “**We**”, “**Us**”, or “**Our**”) is committed to transparency in the collection and use of your personal information. The Privacy Policy below describes how we collect and use personal information, and the circumstances under which we may share this information. This Privacy Policy applies to the privacy practices of Solv3D on its websites, located at Solv3D.ca, SiteVisit360.com, and any other sites owned and operated by Solv3D and on which this Privacy Policy is posted (collectively, the “**Websites**”), and through other interactions with customers.

## Collection and Use of Information

The term “personal information” means information about an identifiable individual, including name, address, email address, signature, and other information relating to an individual. We may collect personal information when you:

- Visit or register an account on our Websites;
- Purchase our products;
- Sign-up to receive promotional communications; or
- Contact us with a comment, question or complaint.

**Account Information:** You do not need to register to visit and browse certain features of the Websites. However, to access certain features or services or make a purchase, you may be required to register for a Solv3D account (the “**Account**”) through our Websites. During the registration process, you may be asked to provide us with your full name, email address, billing address, city, country, phone number, shipping address, company name and company website URL. You may also be asked to choose a username and password. This information is used to create your Account, deliver the products you have purchased, or otherwise provide and administer any other service you have requested.

In registering for an Account, you may be provided with an option to link your social media login information and password through platforms such as Facebook, Twitter, Google, or similar. If you do so, you authorize us to access certain social media account information (consistent with your social media privacy settings), including but not limited to your profile information, full name, username, email address and full physical address. All such information is provided directly by the social media platform, whose use of your personal information will be subject to its own privacy policy and terms of use.

**Payment Information:** When you make a purchase, we may collect payment information from you such as credit card information including your credit card number, expiry date and cvv code for processing by our third-party payment service provider. We do not retain any payment processing information or any financial information such as credit card numbers. All such information is provided directly to our third-party processors who use of your personal information will be subject to the payment processors’ own privacy policy and terms of service.

**Marketing and Promotional Communications:** We may offer you the ability to sign-up to receive marketing and promotional communications through our Websites or on third party websites

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(including through social media sites). If you sign-up, we collect certain personal information (such as first and last name, email address or mobile phone number) which we use to send you emails and other communications containing Solv3D's updates, tips, and other content that may be of interest to you. You can opt-out of receiving promotional messages from us by following the opt-out or "unsubscribe" instructions provided in your email or by contacting us as set out below. Please note that you may continue to receive transactional and account-related electronic messages from us.

**Customer Service:** When you contact us with a comment, question or complaint, you may be asked for information that identifies you (such as your name, email address, mailing address, postal code and phone number) along with additional information we need to help us promptly answer your question or respond to your comment or complaint. We may also retain this information to assist you in the future and to improve our customer service, product and service offerings, and events and promotions.

## Disclosure of Information

We may transfer or disclose information as follows:

**Service Providers Arrangements:** Your information may be disclosed, stored, or transferred (or otherwise made available) to our affiliates and other third parties who provide services on our behalf. Our service providers are given the information they need to perform their designated functions, and are not authorized to use or disclose personal information for their own marketing or other purposes.

Your information may be stored and processed by us, our affiliates and other third-party service providers in the United States or other foreign jurisdictions. In the event that personal information is transferred to the United States or other foreign jurisdiction, it will be subject to the laws of that jurisdiction and may be disclosed to or accessed by the courts, law enforcement and governmental authorities in accordance with those laws.

**Partners:** From time to time, we may partner with third parties to provide benefits to registered members of the Websites. With your consent, we may exchange certain personal information with these third parties. We may also share aggregated, non-identifiable profile and usage data with third parties for marketing and analytics purposes.

**Legal and Compliance:** We and our service providers may provide your personal information in response to a search warrant or other legally valid inquiry or order, or to another organization for the purposes of investigating a breach of an agreement or contravention of law or detecting, suppressing or preventing fraud, or as otherwise required or permitted by applicable Canadian, US or other law or legal process. Your personal information may also be disclosed where necessary for the establishment, exercise or defence of legal claims and to investigate or prevent actual or suspected loss or harm to persons or property.

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**Sale of Business:** Personal information may be provided to third parties in connection with a business transaction, including a merger or sale (including transfers made as part of insolvency or bankruptcy proceedings) involving all or part of Solv3D or as part of a corporate reorganization, or stock or asset sale, or other change in corporate control, including for the purpose of determining whether to proceed or continue with such transaction or business relationship.

## Safeguarding and Retention of Personal Information

We have implemented reasonable administrative, technical and physical measures in an effort to safeguard the personal information in our custody and control against theft, loss and unauthorized access, use, modification and disclosure. We restrict access to your personal information on a need-to-know basis to employees and authorized service providers who require access to fulfill their job requirements.

We have personal information retention processes designed to retain personal information for no longer than necessary for the purposes stated above or to otherwise meet legal requirements.

## Access to Personal Information

You have the right to access, update and correct inaccuracies in your personal information in our custody and control, subject to certain exceptions prescribed by law. You may request access, updating and corrections of inaccuracies in other personal information we have in our custody or control by emailing or writing to us at the contact information set out below. We may request certain personal information for the purposes of verifying the identity of the individual seeking access to their personal information records.

## Cookies and Additional Information about our Website

**Visiting our Websites:** In general, you can visit our Websites without telling us who you are or submitting any personal information. However, we collect the IP (Internet protocol) addresses of all visitors to our Websites and other related information such as page requests, browser type, operating system and average time spent on our Websites. We use this information to help us understand activity on our Websites and to monitor and improve our Websites.

**Cookies:** Our Websites use a technology called "cookies". A cookie is a tiny element of data that our Websites can send to your browser, which may then be stored on your hard drive so we can recognize you when you return. We use cookies on the pages on our Websites where you are prompted to log in or that are customizable. If you have registered with our Websites, these cookies (1) may let us know who you are, (2) may be necessary to access your account information (stored on our computers) in order to provide personalized services, (3) may be necessary to access or display certain content from external platforms, and (4) will provide us and our service providers with information that we will use to personalize our Websites in accordance with your preferences and interests. We and our service providers (such as Google Analytics) also use cookies to help us understand our website activity, to improve our Websites

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and provide better customer service. For more information about Google Analytics, see [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). You may set your web browser to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies from our Websites, you may not be able to take advantage of all of the features of our Websites.

**Tracer Tags & Web Beacons:** Our Websites may also use a technology called "tracer tags" or "Web Beacons". This technology allows us to understand which pages you visit on our Websites. These tracer tags are used to help us optimize and tailor our Websites for you and other future visitors to our Websites.

## Online Ads and Interest-Based Advertising

We may use third parties such as ad networks and other advertising companies to serve advertisements on our Website and on other websites (including social media sites such as Facebook and Twitter). These companies may use cookies, tracer tags or web beacons to report certain information about your visits to our Website and other websites (such as web pages you visit and your response to ads) in order to measure the effectiveness of our marketing campaigns and to deliver ads that are more relevant to you, both on and off our Website (including on social media sites). For example, you may see advertisements for Solv3D on third party sites after you have visited Solv3D.com. To learn more and to opt-out of having your information used by participating companies for online behavioral advertising purposes, please visit <http://youradchoices.ca/choices>. You can also opt-out of receiving interest-based ads on Facebook by changing your ads preferences in the Settings tab, and on Twitter by changing your advertising preferences in your Account Settings. We may also use services provided by third-party social media platforms such as Facebook and Twitter to serve targeted ads on such platforms. We do this by providing a hashed version of your email address [or other information] to the social media platform provider. To opt-out of the use of your email address for this type of social media advertisements, please contact us at [support@solv3d.ca](mailto:support@solv3d.ca).

## Third Party Websites

Our Websites may contain links to other websites that are not owned or controlled by us. We have no control over and are not responsible for the privacy policies of or content displayed on such other websites. When you click on such a link, you will leave our service and go to another site. We recommend you review the privacy policies of such third parties to understand how they collect, use and disclose personal information.

## Social Media

We may offer you the opportunity to engage with our content on or through third-party social networking websites, plug-ins and applications. When you engage with our content on or through third-party social networking websites, plug-ins and applications, you may allow us to have access to certain information associated with your social media account (e.g., name, username, email

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address, profile picture, gender) to deliver the content or as part of the operation of the Website, plug-in or application. For example, if you chose to sign-in to the Website through Facebook, you may authorize us to collect certain information from your Facebook profile. When you provide information from your social media account, we may use this information to personalize your experience on the Website and on the third-party social networking websites, plug-ins and applications, and to provide you with other products or services you may request.

## Updates to the Privacy Policy

We may update this Privacy Policy to reflect changes to our privacy practices. We encourage you to periodically review this page for the latest information on our privacy practices.

## Contact Us

Please contact our Privacy Officer if:

- you have any questions or comments about this Privacy Policy,
- you wish to access, update, and/or correct inaccuracies in your personal information, or
- you otherwise have a question or complaint about the manner in which we or our service providers treat your personal information.

You may contact our Privacy Officer by email at [support@solv3d.ca](mailto:support@solv3d.ca) or by mail at the following address:

**Privacy Officer**  
**Solv3D Inc.**  
**#6, 3530 11A Street NE**  
**Calgary, AB, Canada**  
**T2E 6M7**

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