



# Privacy Policy

At Invesa we know how important it is to protect your personal information. We want to make every customer to be safe and secure. In keeping with that goal, we have developed this Privacy Policy to explain our practices for the collection, use, and disclosure of your personal information.

At Invesa, we collect two types of information: personal information and non-personal information. The types of information we collect depend on the nature of your interaction with us.

## Personal information

Personal information is information that can identify an individual or information about an identifiable individual. We may collect personal information such as:

- your contact information - e.g., name, postal address, telephone number, and email address and
- your transaction information - e.g., products purchased, method of payment, amount paid, and credit or debit card number.

## Non-personal information

Non-personal information does not identify you as an individual. For example:

- we may collect certain non-personal data when you visit our Web Sites, such as the type of browser you are using or the referring URL; or
- we may collect and summarize customer information in a non-personal, aggregate format for statistical and research purposes.

You may choose not to provide us with your personal information. However, if you make this choice we may not be able to provide you with the product, service, or information that you requested.

Invesa may use your personal information for a number of different business purposes, for example to:

- fulfill your specific requests for products, services or information;
- provide customer support to assist you with your questions or complaints;
- conduct surveys in order to improve our services;
- detect and protect against fraud and error;
- if you ask us, to offer and promote additional products and services we offer; and

- for other purposes as described in this Privacy Policy.

Inessa will collect, use, or disclose your personal information only with your knowledge and consent, except where required or permitted by law. When you choose to provide us with your personal information you consent to the use of your personal information as identified in this Privacy Policy and as may be further identified at the time of collection.

#### Express Consent

- Sometimes you will be asked to give your express consent, such as by checking a box to indicate your acceptance of the use and disclosure terms presented on an application form.

#### Implied Consent

- Other times, we may obtain your consent implicitly when we can reasonably conclude that you've given consent by some action you have taken or an action you have decided not to take. Generally, this occurs where the purpose for use of your personal information would be reasonably apparent to you.

#### Withdrawing Your Consent

- You may notify us at any time that you wish to withdraw or change your consent to our use and disclosure of your information. We will accommodate your request subject to legal and contractual restrictions related to your transactions.
- If you have "opted in" or subscribed to one of our newsletters or mailing lists, we will always provide you the opportunity to "opt out" or unsubscribe. For example, each e-newsletter we send to you will include a link or other method to unsubscribe or decline further e-newsletters.

Listed here are some further examples of the ways that we collect personal information directly from you and how we use it.

Our Web Sites can be browsed anonymously. However, to engage in certain special features or functions of our Web Sites, or to order products and services from our Web Sites, you may be asked to provide certain personal information, such as your name, email address, postal address, telephone number, or credit card information. We use this information to create your account, contact and correspond with you about your order, respond to your inquiries, and monitor functions of our Web Sites that you choose to use, such as Customer Reviews.

Inessa also offers newsletters. Should you choose to enroll we will collect your contact information, such as name and email address. This information will only be used to send you the newsletter that you have requested. Our subscriber list is never sold or rented to other parties.

In some cases, we automatically collect certain information.

When using our Web Sites, we may collect the Internet Protocol (IP) address of your computer, the IP address of your Internet Service Provider, the date and time you access our Web Sites, the Internet address of the Web site from which you linked directly to our Web Site, the operating system you are using, the sections of the Web Site you visit, the Web Site pages read and images viewed, and the content you download from the Web Site. This information is used for Web Site and system administration purposes and to improve the Web Sites.

### Cookies

The Web Site uses "cookies", a technology that installs a small amount of information on a Web Site user's computer to permit the Web Site to recognize future visits using that computer. Cookies enhance the convenience and use of the Web Site. For example, the information provided through cookies is used to recognize you as a previous user of the Web Site (so you do not have to enter your language preference every time), to offer personalized Web page content and information for your use, to track your activity at the Web Site, to respond to your needs, and to otherwise facilitate your Web Site experience. You may choose to decline cookies if your browser permits, but doing so may affect your use of the Web Site and your ability to access certain features of the Web Site or engage in transactions through the Web Site.

### Web Site Tracking Information

We may use web beacons or pixel tags to compile tracking information reports regarding Web Site user demographics, Web Site traffic patterns, and Web Site purchases. We may then provide these reports to advertisers and others. None of the tracking information in these reports can be connected to the identities or other personal information of individual users. For our own research purposes we may link tracking information with personal information voluntarily provided by Web Site users. Once such a link is made, all of the linked information is treated as personal information and will be used and disclosed only in accordance with this Privacy Policy.

### Links to Other Web Sites

Our Web Site may contain links to other Web sites or Internet resources which are provided solely for your convenience and information. When you click on one of those links you are contacting another Web site or Internet resource. Invesa has no responsibility or liability for, or control over, those other Web sites or Internet resources or their collection, use and disclosure of your personal information. We encourage you to read the privacy policies of those other Web sites to learn how they collect and use your personal information.

Invesa does not sell or rent our customers' personal information to any other party. However, in the normal course of business we may share some of your personal information within our corporate family and with third parties acting on our behalf or as permitted or required by law.

Invesa may use third parties to manage one of more aspects of our business operations, including the processing or handing of personal information. When we do use an outside company, we use

contractual or other appropriate means to ensure that your personal information is used in a manner that is consistent with this Privacy Policy.

For example, we may share personal information with third parties to perform services on our behalf such as: fulfilling online orders, processing non-cash payments, sending marketing communications and verifying and validating information that you have provided to us.

Invesa has taken precautions to prevent the fraudulent use of your information on our Web Sites. Invesa has adopted industry standard authentication procedures to ensure your protection while shopping with us online. This includes, but is not limited to, contacting financial institutions or credit reporting agencies to ensure the authenticity of your credit card and to validate your credit card billing information.

Invesa may share personal information gathered on our Web Sites with subsidiaries and affiliates in accordance with this Privacy Policy. If Invesa shares your information within its corporate family, we will ensure that your information continues to be used only in accordance with this Privacy Policy and your expressed choices.

Any information we have about you may be transferred or disclosed to a purchaser or prospective purchaser in the event of a sale, assignment, or other transfer of all or a portion of our business or assets. Should such a transfer occur, we will use reasonable efforts to try to ensure that the transferee uses your information in a manner that is consistent with this Privacy Policy.

Invesa may disclose your information as permitted or required by law. For example, we may be compelled to release information by a court of law or other person or entity with jurisdiction to compel production of such information. If we have reasonable grounds to believe information could be useful in the investigation of improper or unlawful activity, we may disclose information to law enforcement agencies or other appropriate investigative bodies.

The security of your personal information is a high priority for Invesa. We maintain appropriate safeguards and current security standards to protect your personal information, whether recorded on paper or captured electronically, against unauthorized access, disclosure, or misuse. For example, electronic records are stored in secure, limited-access servers; we employ technological tools like firewalls and passwords; and we ensure our employees are trained on the importance of maintaining the security and confidentiality of personal information.

When you create an online account on our Web Sites, you need to select a personal password. To maximize your level of protection, you should choose at least 6 characters including a combination of both letters and numbers. You are solely responsible for maintaining the secrecy of your password and any account information. Invesa will never send an unsolicited communication asking you for your password or requesting that you update your account credentials.

You may check your information to verify, update, or correct it, and to have any obsolete information removed. If you created an account on our Web Site, you can access and change your online account

profile yourself. You can also ask to review any of the information that we have retained, how we have used it, and to whom we have disclosed it at any time by contacting us as indicated below under the heading "Contacting Invessa". Subject to certain exceptions prescribed by law, and provided we can authenticate your identity, you will be given reasonable access to your personal information, and will be entitled to challenge the accuracy and completeness of the information and to have it amended as appropriate. You may also ask us to change your preferences regarding how we use or disclose your information, or let us know that you do not wish to receive any further communication from us.

We keep your information only as long as we need it for legitimate business purposes and to meet any legal requirements. We have retention standards that meet these parameters. We destroy your information when it is no longer needed, or we remove your personally identifiable information to render it anonymous.

Invessa is responsible for all personal information under its control. Our Privacy Manager is accountable for Invessa's compliance with the principles described here. If you have any questions, concerns or complaints about the privacy practices of our organization please contact us at the following:

Email: [info@invessa.co](mailto:info@invessa.co)

Telephone: 514-447-4566

Toll-free: 1-888-827-9527

Mail: Invessa Business Solutions

Attention: Privacy Manager

5445 Henry-Bourassa West, Suite 260

Montreal, QC, H4R 1B7

We will respond to your request or investigate your concern as quickly as we can, but no later than 30 days from the date of receipt of your query.

Please remember that email sent over the public Internet is not secure. If you send an email directly to us from your own email account the contents will not be encrypted. We strongly recommend that you do not send sensitive information (like a credit card number) to us via unencrypted email. Invessa is not responsible for any transmission by you of any personal information over the public Internet.

To accommodate changes in our services, changes in technology, and legal developments, this Privacy Policy may change over time without notice to you. We may add, change, or remove portions of the Privacy Policy when we feel it is appropriate to do so. We encourage you to review our Privacy Policy periodically. Each time you submit personal information or use our services you agree to be bound by the then current terms of the Privacy Policy. Whenever we update the Privacy Policy we will change the date to indicate when the changes were made.