

CLICKLYFIX Privacy Policy

Last Revised: July 25, 2021

By using or accessing the IT Services, regardless of how accessed, you signify your agreement to be legally bound by this Privacy Policy and our Terms of Use (the “Policies”). If you do not agree to the Policies, you should not access or otherwise use the IT Services, as defined below. The Policies apply to all visitors, Registered Users, Third Party Service Providers and others who access or use the IT Services and/or Website (collectively, “users”). Unless otherwise defined, capitalized terms used herein have the same meaning as set forth in the Terms of Use.

CLICKLYFIX Inc. (collectively, “CLICKLYFIX”, “we”, “us” or “our”) owns and operates the website located at www.clicklyfix.com, together with the mobile version of the website and the mobile app (collectively, the “Website”). We provide an on-demand virtual IT support platform which connects Registered Users with Third Party Service Providers (collectively with the Website, the “IT Services”).

This Privacy Policy explains how we collect, use and disclose personal information that users provide to us through the Website. Unless otherwise defined herein, all defined terms have the same meaning as set out in the Terms of Use.

We reserve the right, at our discretion, to amend this Privacy Policy at any time without prior individual notice. The date on which this Privacy Policy was last amended is shown at the top of this policy. You are responsible for verifying whether any amendments have been made and therefore we ask that you periodically check the date and review this Privacy Policy for the latest information on our privacy practices. If you object to any amendments, please stop using the IT Services, otherwise your continued use will be taken as your consent to such amendments.

To obtain IT Services, you understand and agree that you must allow a Third Party Service Provider to have remote access to your computer. This means that the Third Party Service Provider may have access to personal information beyond what is described herein. Please see our Terms of Use for more information.

INFORMATION WE COLLECT

I. Information that you provide to us

The type of information we collect depends on the nature of your interaction with us.

1. For all users:

(a) Customer Service Inquiries. If you communicate with our customer service representatives, you are required to provide your name and your email address. Please provide a brief description of the issue.

(b) Email List, Newsletters & Promotions. To join our email list to access newsletters or information on special promotions, you must provide us with your email address.

2. For Registered Users:

(a) Account Information.

You must have an active personal user account (an “**Account**”) to request IT Services. To create an account, you are required to provide your full name, email address and phone number. Optional: You may include your home address...

You may use your PayPal account or credit card to purchase IT Services and you will have to input your financial information at the time IT Services are requested. If you pay by credit card, you will be required to provide your full name, billing address, credit card number, expiry date and CVV number. Please see section on PAYMENT PROCESSING for further details.

As part of the registration process, you will be required to create a log-in, which consists of your email address and a password. You cannot share your Account or your Account log-in information with others.

(b) Initiating an IT Services request.

To initiate an IT Services request, you are required to log-in to your Account and follow the request process to provide us with details about the issue you are facing.

3. For Third Party Service Providers.

(a) Registration Information:

To be a Third Party Service Provider, you must apply to become a Third Party Service Provider, which requires you to provide certain “Registration Information”, including:

- full name, email address, home address, and phone number;
- details of any licenses or certifications you hold;
- banking information, which includes account number, institution number and transit number.

(b) Background Check.

If you apply to become a Third Party Service Provider, we, or a vendor acting on our behalf, may collect certain information from you in order to conduct various checks relating to you, including a background check. For the background check, you will be required to provide your full legal name, two pieces of identification (one must show your full name, photograph, date of birth and your signature) and your drivers license information.

(c) Creating a Third Party Service Provider Account

As part of the registration process, you will be required to create a Third Party Service Provider Account, which will include your Registration Information. Your log-in information consists of your email address and a password (the “TPSP Account”). You cannot share your TPSP Account or your TPSP Account log-in information with others.

You must also advise of your areas and systems of expertise.

(d) Customer Service Inquiries.

If you communicate with our customer service representatives, you will be required to provide the email address you used to register to be a Third Party Service Provider.

(e) Responding to an IT Services request.

To respond to an IT Services request, you must log-in to your Account to review the available requests.

4. User Content.

Registered Users and Third Party Service Providers may rate and review a Third Party Service Provider or Registered User, as the case may be, and we will collect the information that you submit when you provide ratings or compliments for other users. This may include how you rated a Third Party Service Provider or Registered User, together with any specific feedback you provided.

II. Information Collected When You Use our IT Services

1. For all users

(a) Technical and Usage Information

When you visit the Website, web servers automatically collect certain information about your visit to a website, including your Internet Protocol (“IP”) address. IP addresses are unique numbers assigned by Internet Service Providers (“ISP”) to all devices used to access the Internet. Web servers automatically log the IP addresses of visitors to their sites. The IP address, on its own, may not identify you, but can do so when combined with other data automatically collected when you request a web page, such as the name of the page you visited and the date and time of your visit.

When you visit the Website, we may collect technical information, which may include the address of the website that you visited before visiting the Website, the pages of the Website that you visit, the browser you used to view the Website, the search terms you entered on the Website, and other such technical data.

(b) Cookies

We may also use cookies. Cookies are small files that a site or its service provider transfers to your computer’s hard drive through your web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Disabling cookies when you visit our Website will have no discernible impact on your browsing experience. Please consult your browser’s Help Menu for instructions.

Like most websites, if you turn your cookies off, some of our services may not function properly.

(c) Device Information.

We collect information about the Device(s) you use to access our IT Services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.

2. For Registered Users

(a) Location Information.

Depending on your app settings or device permissions, we will collect your precise or approximate location information as determined through GPS, IP address and WiFi.

(b) Transaction Information.

We collect transaction details related to your use of our IT Services.

For Registered Users, this includes the type of IT Services requested, your Responses to any prompts, the date and time the service was provided, the information of the Third Party Service Provider you were matched with, the amount charged and the payment method. We will also collect information about the rating or review from the Third Party Service Provider.

(c) IT Services Communications.

Registered Users and Third Party Service Providers may communicate with each other via phone or message through the IT Services. To provide the IT Services, we receive information regarding the calls or texts, including the date and time of the call/message and the content of the communications.

PURPOSES FOR COLLECTION AND USE OF YOUR INFORMATION

We may collect and use personal information for the purposes identified at the time of collection, as otherwise permitted or required by applicable law, or for any of the following purposes:

- To establish, maintain and manage our relationship with you so that we can provide you with the IT Services and/or access to our Website;
- To match Registered Users with Third Party Service Providers;
- To track the progress of the IT Services;
- To comply with our legal obligations and regulatory requirements;
- To develop and manage our business and operations;
- For billing, accounting, payment and debt collection services relating to the IT Services;
- To respond to your questions and concerns;
- To detect and protect us and you from error, negligence, breach of contract, fraud, theft or other illegal activity, and which may include sharing personal information with our insurers;
- To create aggregate information for analytics purposes, including to analyze the success, effectiveness, usability or popularity of the IT Services or Website;
- For internal, external and regulatory audit purposes; and
- To correct technical problems and malfunctions related to the IT Services.

HOW YOUR INFORMATION IS DISCLOSED OR SHARED

1. For Registered Users

(a) How we share your information

If you are a Registered User and you request IT Services, we will post your email address and a description of your issue that will be visible to all Third Party Service Providers. From there, a Third Party Service Provider may elect to assist you.

2. For Third Party Service Providers

We may share information with the Registered User, including your name and email address. The Registered User will also be able to see your rating and any reviews or comments left by other Registered Users with whom you have interacted.

3. For all users

We may disclose personal information in the following circumstances:

- As described in this Privacy Policy;
- To investigate suspected fraud, harassment or other violations of any law, rule or regulation, or the policies for the IT Services;
- If we have reasonable grounds to believe information found on your Device could be useful in the investigation of unlawful or illegal activity, we may disclose information to law enforcement agencies or other appropriate investigative bodies.
- To other organizations in the case of investigating a breach of an agreement or contravention of law or detecting, suppressing or preventing fraud.
- As permitted or required to comply with any applicable law, regulation, legal process, audit or in response to a request from a government agency, court order or other regulatory body with jurisdiction to compel production of information;
- In connection with a bankruptcy proceeding or the sale, merger or change of control of CLICKLYFIX;
- In the event of a merger, acquisition sale or reorganization, or the potential thereof, we may disclose information about you to the extent the personal information is necessary to carry on the business or activity that was the object of the transaction. In the event of a completed transaction, notice will be given to affected users.

We may retain additional third party service providers, such as cloud storage services discussed below, to help us provide the IT Services to you. We may need to transfer your personal information to these third party service providers. We use contractual means to ensure these providers provide safeguards that are comparable to our own while your personal information is in their possession. These service providers make no independent use of your personal information.

We may engage third party external servers as well as other external services, including cloud services and cloud compatible servers.

We may use third party service providers or cloud hosting located outside Canada. By using the IT Services, you understand your information may be transferred outside the jurisdiction in which you live. You understand that if your information is processed in a foreign country, it may be subject to foreign laws and accessible to law enforcement and national security authorities within that jurisdiction.

PAYMENT PROCESSING

1. For Registered Users

We use third party payment processors to process payments made to us. We currently use PayPal and Moneris, but reserve the right to change our third party payment processor at any time, without notice to you. The payment process will collect and store payment information and other personal information necessary to process your payment. When you make a purchase, you are subject to the Privacy Policy and Terms of Use of the third party payment processor, which we encourage you to read. We are not responsible for how the third party payment processor manages your payment and personal information to process your payment.

2. For Third Party Service Providers

Acting in our sole discretion and subject to change at any time, we will issue payment to you via cheque, e-transfer or through a third party payment processor. If we use a third party payment processor, it will collect and store payment information and other personal information necessary to process your payment. We are not responsible for how the third party payment processor manages your payment and personal information to process your payment.

LINKS TO OTHER WEBSITES

As described in the Terms of Use, our Website and/or IT Services may contain links to other sites. This Privacy Policy applies only 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 a third party's privacy policy before disclosing any personal information to the third party.

RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

We will store personal information collected via the IT Services only as long as is necessary for the purposes for which the information was collected. Thereafter, we will keep your information for a reasonable time in accordance with our standard procedures to comply with our legal obligations, to resolve disputes, prevent fraud and abuse and to enforce our agreements, or as necessary for archival/audit purposes.

Even if we delete some or all of your personal information, we may continue to create, retain or use aggregate or anonymous data.

SAFEGUARDING PERSONAL INFORMATION

We employ reasonable physical, electronic and procedural safeguards that are designed to protect personal information under our control against unauthorized access and use.

ELECTRONIC COMMUNICATIONS

With your express consent, we may send you promotional emails. At any time, you may opt out of receiving such messages by following the unsubscribe instructions in each email. Please note that even if you opt out of promotional emails, we will continue to send you important account-related information.

KEEPING INFORMATION ACCURATE / ACCESS AND CORRECTION

It is important that your personal information held by us is accurate and complete so that we can give you better service. We ask that you keep us informed of any changes, such as a change of address, telephone number or email address.

You have the right to access and correct the information we have about you after we have received your written request and authenticated your identity. Subject to legal restrictions or specific rights of refusal, we will inform you of the existence, use and disclosure of personal information relating to you and give you access to that information.

We may charge a reasonable fee for providing information in response to an access request, and, upon request, we will provide an estimate of any such fee upon receiving a request to access information.

Despite our efforts, errors sometimes do occur. If you identify any personal information that is out-of-date, incorrect or incomplete, let us know. If we agree, we will make the corrections and will make reasonable efforts to communicate these changes to other parties with whom we shared the information.

WITHDRAWAL OF CONSENT

At any time, you may terminate your account. Please see our Terms of Use for more details on how to close your Account.

Should you choose to close your Account, we will be unable to provide or to continue to provide, the IT Services.

CHILDREN'S PRIVACY

You must be at least 18 years of age to become a Registered User.

We do not knowingly collect personal information directly from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. If we become aware that we have collected personal information from children, we will take reasonable steps to locate and remove that information from our servers and records.

PRIVACY CONCERNS

If you have any questions and concerns relating to our handling of your personal information, please direct them to our privacy officer listed below. We may need to ask you for personal information to verify your identity.

Phone: 289-242-1121

E-mail: mark@clicklyfix.com