



Privacy Policy

Revision date: 03/25/2022

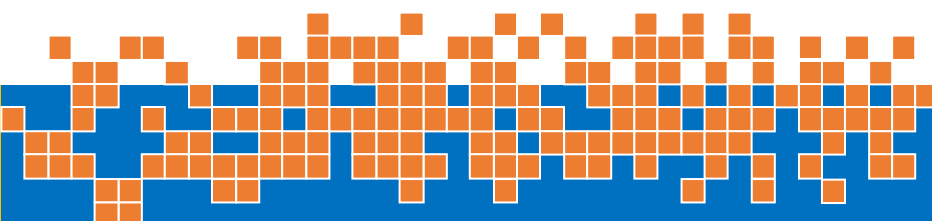
This Privacy Policy describes our policies and procedures on the collection, use and disclosure of the information you provide to us when you use our services and tells you about your privacy rights and how the law protects you.

We use the information that you provide to us, which may include personal data, to provide and improve our services. By using our services, you agree to the collection and use of information in accordance with this Privacy Policy.

Definitions

For the purposes of this Privacy Policy:

- **Account** means a unique account created for you to access our service or parts of our service.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Flagship Software Ltd., 1-2 Vata Ct, Aurora, ON L4G 4B6.
- **Device** means any device that can access the service such as a computer, a cellphone, or a digital tablet.
- **Personal Data** is any information that relates to an identified or identifiable individual or company.
- **Service** refers to the Website and any services provided to you through the Website.
- **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate performance of the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
- **Transaction Data** refers to any personal or address data that you provide to us for processing as part of the Service.
- **Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- **Website** refers to Flagship Software Ltd., accessible from <https://www.flagshipsoftware.com/fsweb/>
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.





Collecting and Using Personal Data

Types of Data Collected

Personal Data

While using Our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify an individual or company. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Street Address, City, Province or State, Postal Code or Zip Code, Country
- Usage Data

Usage Data

Usage Data is collected automatically when using the Service.

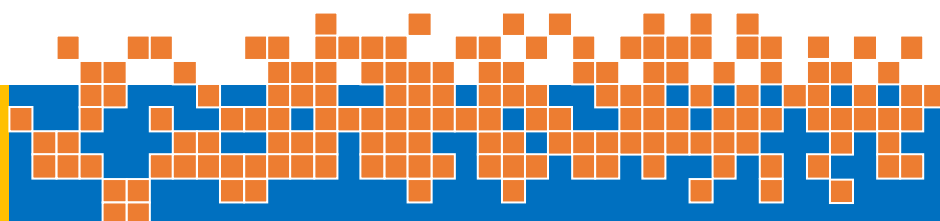
Usage Data may include information such as your device's internet protocol address (e.g. IP address), browser type, browser version, the pages of our service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the service by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our service or when you access the service by or through a mobile device.

Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track the activity on our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.





A cookie is a small text file that is stored on a user's computer for record keeping purposes. Cookies can be either session cookies or persistent cookies. A session cookie expires when you close your browser and is used to make it easier for you to navigate our website. A persistent cookie remains on your hard drive for an extended period of time.

For example, when you sign into our website, we may record your user or customer ID and the name on your user or customer account in the cookie file on your computer. We also may record your password in this cookie file, if you indicated that you would like your password saved for automatic sign-in. For security purposes, we will encrypt any usernames, passwords, and other user or customer account-related data that we store in such cookies. In the case of sites and services that do not use a user or customer ID, the cookie will contain a unique identifier.

This information is important to recognize your needs and to assist with internal record keeping and to improve our products and services.

Cookies help analyze web traffic and tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. This information is used to improve our website by tailoring it to the customer's needs.

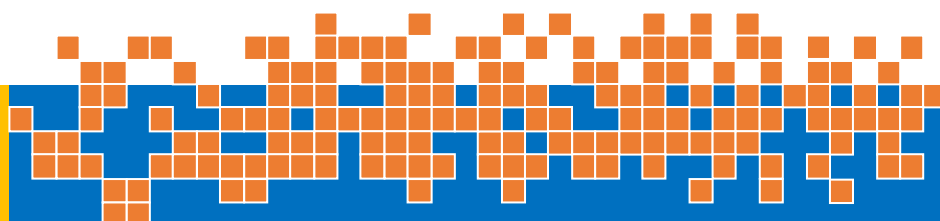
Overall, cookies help us provide you with a better website and in no way gives us access to your computer. You may be prompted to accept or decline cookies upon accessing our website. However, if you decline cookies this may prevent you from experiencing full capability and features of our website, which may include making payments or use other services available on the website.

Cookies will persist as part of your browser data for a certain period of time, depending on your browser settings. You can manage browser cookies through your browser settings.

Use of Personal Data

The Company may use Personal Data for the following purposes:

- **To provide and maintain our Service**, including to monitor the usage of our Service.
- **To manage Your Account:** to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.



- **For the performance or enforcement of a contract**, including the monitoring and enforcement of Our Terms of Use or any other service agreements.
- **To contact You:** To contact You by email, telephone, SMS, or other equivalent forms of electronic communication, such as by mobile application's push notifications regarding updates or communications related to the functionalities, products or the Services, including the security updates, when necessary or reasonable for their implementation.
- **To provide You** with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.
- **To manage Your requests:** To attend and manage Your service requests to Us.
- **For other purposes:** We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our products, services, marketing, and your experience.

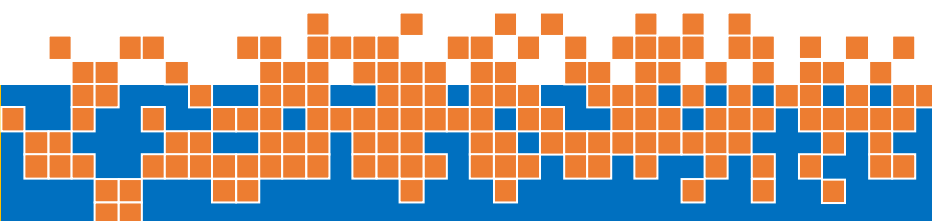
We may share Personal Data in the following situations:

- **With Service Providers:** We may share Personal Data with Service Providers to facilitate performance of our Service, monitor and analyze the use of our Service, or to contact You.
- **With Affiliates:** We may share Personal Data with Our affiliates in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.
- **With Your consent:** We may disclose Personal Data for any other purpose with Your consent.

Retention of Personal Data

The Company will retain Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Any Transaction Data (as well as any results derived from the Transaction Data) will be maintained on our servers for a period of 30 days, after which it will be





permanently deleted. You are responsible for securing and downloading any Transaction Data or results derived from Transaction Data that you wish to keep beyond this period.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

Transfer of Personal Data

Your information, including Personal Data and Transaction Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

This Privacy Policy is intended to cover collection of information from residents of Canada and the United States. If accessing our website or Service from outside Canada and the United States, please be aware that information may be transferred to, stored, and processed in Canada and/or the United States or elsewhere where our servers are located, and our central database is operated. The data protection and other laws of Canada, the United States and other countries might not be as comprehensive as those in your country.

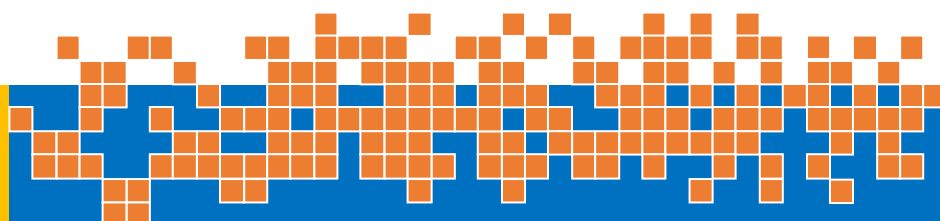
Your consent to this Privacy Policy followed by Your submission of any information represents Your agreement to that transfer.

By using the Service, you understand that Personal Data may be transferred to our facilities and those third parties with whom we share it as described in this Privacy Policy. The Company will take all steps reasonably necessary to ensure that Personal Data is treated securely and in accordance with this Privacy Policy.

Disclosure of Personal Data

Business Transactions

If the Company is involved in a merger, acquisition or asset sale, Personal Data may be transferred. We will provide notice before Personal Data is transferred and becomes subject to a different Privacy Policy.





Law enforcement

Under certain circumstances, the Company may be required to disclose Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

The Company may disclose Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company, its Affiliates, Service Providers or other business partners.
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

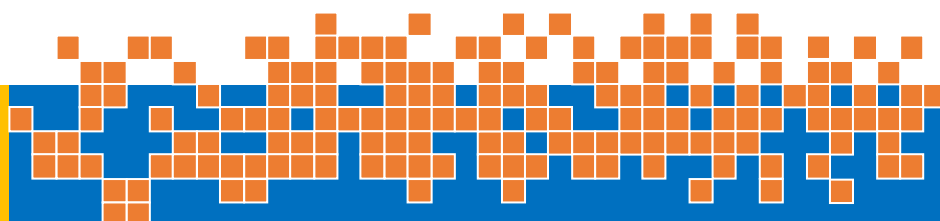
Account Management

You have the ability to review and update your information online by logging into your account. You can also review and update your information by contacting us.

You can also choose to have your account disabled by contacting us. After your account is deactivated, you will not be able to access the Service or any of the information, including Personal Data or Transaction Data, that you provide to us. If you deactivate your account, we may still retain certain information associated with your account for a certain period for analytical purposes and recordkeeping integrity, as well as to prevent fraud, collect any fees owed, enforce our Terms of Use or other service agreements, take actions we deem necessary to protect the integrity of our web site or our users, or take other actions otherwise permitted by law. In addition, if certain information has already been provided to third parties as described in this Privacy Policy, retention of that information will be subject to those third parties' policies.

Security of Personal Data

The security of Personal Data is important to Us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Personal Data, We cannot guarantee its absolute security.





The Website or Service may contain links to other websites that are not operated by the Company. We are not responsible for your access to these websites, nor are those sites governed by this Privacy Policy. You should exercise caution when interacting with those sites and familiarize yourself with their privacy statement.

Changes to this Privacy Policy

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, You can contact us:

- By email: admin@flagshipsoftware.ca
- By telephone: 416-410-6357 ext 102

