



IVRNET Privacy Policy

Last Updated: October 17, 2025

IVRNET, a division of N. Harris Computer Corp ("Ivrnet") is committed to protecting your privacy. This Privacy Policy explains how Ivrnet discloses and safeguards your Personal Information when you visit our websites (the "Websites") or use our services (the "Services" or "Service"). This Policy is designed to comply with Canada's Personal Information Protection and Electronic Documents Act ("PIPEDA") and Alberta's Personal Information Protection Act ("PIPA"). If you have any questions about this Privacy Policy, please contact our privacy officer at Ivrnet at help@ivrnet.com

Websites Covered

This Privacy Policy covers the information practices of websites that link to this Privacy Policy: www.ivrnet.com/about/privacy-policy/; Ivrnet Websites may contain links to third party websites. Ivrnet is not responsible for the information practices or the content of such other websites. Ivrnet encourages you to review the privacy policy of other web sites to understand their information practices.

Personal Information Collected

Ivrnet offers a variety of Services and may collect information about an identifiable individual ("Personal Information") from individuals who visit the Company's website ("Visitors") and those who register to use the Services ("Customers"). Personal Information is collected for the purpose of providing services, managing customer relationships, and fulfilling legal obligations.

When expressing an interest in obtaining additional information about the Service or registering to use the Service, Ivrnet may request that you provide the Company with contact information, such as name, company name, address, phone number, and email address ("Contact Information"). When purchasing Services, Ivrnet requires you to provide the Company with financial qualification and billing information, such as billing name and address, and bank information of the brokerage ("Billing Information"). Ivrnet may also ask you to provide additional information, such as brokerage principles, number of employees, or industry ("Optional Information"). Required Contact Information, Billing Information, and Optional Information are referred to collectively as "Data About Ivrnet Customers."

As you navigate the Company's Websites, Ivrnet may also collect information through the use of commonly used information-gathering tools, such as cookies and Web beacons ("Web Site Navigational Information"). Web Site Navigational Information includes standard information from your Web browser (such as browser type and browser language), your Internet Protocol ("IP") address, and the actions you take on the Company's Websites (such as the web pages viewed and the links clicked).

Cross-Border Data Transfers

Personal Information may be stored or processed outside of Canada, in the United States, where privacy laws may differ from those in Canada. In such cases, Ivrnet ensures that appropriate contractual and technical safeguards are in place to protect your Personal Information in accordance with applicable Canadian privacy laws.



Consent for Collection and Use of Personal Information; Your Rights

Ivrnet collects Personal Information only with the individual's knowledge and consent, which is obtained before or at the time of collection. Consent is specific to the purposes identified at the time of collection and is considered valid only for those purposes.

Consent may be:

- **Express:** Provided explicitly, either verbally, in writing, or electronically. Express consent is required when collecting, using, or disclosing sensitive Personal Information, such as financial or health-related data.
- **Implied:** Inferred from the individual's actions or the nature of the relationship, where the purpose of collection is reasonably understood.
- Individuals may withdraw their consent at any time, subject to legal or contractual restrictions and reasonable notice. Upon withdrawal, Ivrnet will inform the individual of any implications related to the withdrawal of consent.

By providing us with your Personal Information, you consent to its collection, use, and disclosure as described in this Privacy Policy. You have the right to access your Personal Information, request corrections, and may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. Upon receiving notice of your withdrawal of consent, Ivrnet will inform you of the likely consequences of this withdrawal.

Use of Information Collected

The Company collects and uses Personal Information in accordance with Alberta's Personal Information Protection Act (PIPA). The Personal Information Ivrnet collects is used solely for purposes that are reasonable and appropriate in the circumstances, and only as necessary to fulfill the purposes identified at the time of collection or as permitted by law.

Specifically, Ivrnet may use Personal Information to:

- Provide products or services requested by individuals;
- Communicate with individuals regarding their accounts, transactions, or inquiries;
- Manage and improve our operations, including customer service, billing, and internal analytics;
- Meet legal, regulatory, or contractual obligations;
- Prevent fraud and ensure the security of our systems and data;
- Respond to complaints, access requests, or legal claims.

Ivrnet will not use Personal Information for any new purpose without first obtaining consent, unless otherwise permitted or required by law. All use of Personal Information is subject to reasonable safeguards to protect against unauthorized access, use, or disclosure.



Retention and Disposal

Ivrnet retains your Personal Information only for as long as necessary to fulfill the purposes for which it was collected, to meet our legal or business obligations, and to enforce our agreements. When Personal Information is no longer required, Ivrnet securely destroys or anonymizes it in a manner that prevents unauthorized access.

Retention periods may vary depending on legal or regulatory requirements; contractual obligations; the nature of the information and its relevance to ongoing business operations; and the need to resolve disputes or enforce agreements.

Ivrnet uses appropriate safeguards when disposing of Personal Information, including secure deletion of electronic records and shredding of physical documents. Where feasible, anonymize or de-identify data before disposal to further protect individual privacy.

Web Beacons & Cookies

Ivrnet uses tracking technologies such as cookies and web beacons to enhance website functionality, improve user experience, and analyze engagement with our services and communications.

Cookies may recognize your browser and help us process transactions, maintain session integrity, and remember preferences. Web beacons—small electronic images embedded in emails or webpages—may be used to track interactions with our communications and website content. These technologies do not identify you personally unless you voluntarily provide Personal Information (e.g., by submitting a form or logging in).

Ivrnet may also engage third-party service providers to use cookies or similar technologies to collect non-identifiable usage data and measure the performance of our advertising. While this data is not shared with third parties in personally identifiable form, it may be re-associated with Personal Information once received by Ivrnet. These third parties operate under their own privacy policies, which are not covered by this statement.

You can opt out of tracking by:

Adjusting your browser settings to block or delete cookies;

Using privacy tools or browser extensions;

Visiting third-party opt-out platforms such as the Digital Advertising Alliance of Canada or the Network Advertising Initiative.

By continuing to use our website, you consent to the use of these technologies unless you opt out.

IP Addresses

When you visit Ivrnet's Web site(s), the Company collects your Internet Protocol ("IP") addresses to track and aggregate non-personally identifiable information. For example, Ivrnet uses IP addresses to monitor



the regions from which Customers and Visitors navigate the Company's Websites. Ivrnet also collects IP addresses from Customers when they log into the Service as part of the Company's security features.

Third Party Cookies

From time-to-time Ivrnet engages third-party service providers to collect and analyze non-personally identifiable usage data from visitors to our websites. This may include the use of third-party cookies and web beacons to monitor website performance and the effectiveness of our advertising campaigns.

While the data shared with these third parties does not include Personal Information, it may be re-associated with identifiable data once received by Ivrnet. As such, Ivrnet treats this information in accordance with Alberta's PIPA.

Please note that this Privacy Policy does not govern the use of cookies or tracking technologies by third parties. You can opt out of third-party tracking by:

Adjusting your browser settings to block third-party cookies;

Using browser extensions or privacy tools that limit tracking;

Visiting the third party's opt-out pages (e.g., Network Advertising Initiative or Digital Advertising Alliance of Canada).

By continuing to use our website, you consent to the use of these technologies unless you opt out.

Sharing of Information

Ivrnet may share your Personal Information with authorized third-party service providers who perform services on Ivrnet's behalf, such as payment processing or data hosting. These service providers are contractually obligated to protect your Personal Information with safeguards that are at least as protective as Ivrnet's and are prohibited from using it for any purpose other than to provide the services Ivrnet has engaged them for.

Ivrnet does not sell, rent, or trade Personal Information to third parties for marketing purposes.

Personal information may be disclosed if required by law or if reasonably necessary to protect Ivrnet's legal rights or comply with legal processes.

Communications Preferences

Ivrnet provides Customers and Visitors with options to manage how their contact information is used for communications. You can update your preferences or unsubscribe from marketing emails by clicking the link at the bottom of any message, or by contacting us at help@ivrnet.com.

Please note that Customers cannot opt out of transactional communications related to their account or services, as these are necessary for service delivery and account management.



Communications Updates and Removal

Customers may update or change their registration information or update Billing Information or have registration information deleted, or have their account discontinued by emailing help@ivrnet.com. Requests to access, change, or delete your information will be handled within 30 days.

Customer Data

Ivrnet Customers use the Service to host data and information ("Customer Data"). Ivrnet will not review, share, distribute, or reference any such Customer Data except as provided in the Ivrnet Managed Services Agreement, or as may be required by law. Individual records of Customer Data may be viewed or accessed only for the purpose of resolving a problem, support issues, or suspected violation of the Ivrnet Managed Services Agreement, or as may be required by law. Customers are responsible for maintaining the security and confidentiality of their Ivrnet usernames and passwords.

Children's Privacy

Ivrnet's Services are not intended for individuals under the age of 18. Ivrnet does not knowingly collect Personal Information from minors. If Ivrnet becomes aware that such information has been collected, Ivrnet will take steps to delete it promptly.

Security

Ivrnet uses robust security measures to protect Customer Data from unauthorized access, maintain data accuracy, and help ensure the appropriate use of Customer Data. Services are encrypted using Secure Socket Layer ("SSL") technology to protect Customer Data using both server authentication and data encryption. These technologies help ensure that Customer Data is safe, secure, and only available to the Customer to whom the information belongs and those to whom the Customer has granted access. Ivrnet hosts its Services in a secure server environment that uses firewalls and other advanced technology to prevent interference or access from outside intruders. Ivrnet also offers enhanced security features within the Service that permit Customers to configure security settings to the level they deem necessary. Because the Company uses the Service to maintain Data About Ivrnet Customers, this information is secured in the same manner as described above for Customer Data.

Changes to this Privacy Policy

Ivrnet reserves the right to change this Privacy Policy. Ivrnet will provide notification of the material changes to this Privacy Policy through the Company's Websites at least thirty (30) business days prior to the change taking effect.

Contacting Us

Questions regarding this Privacy Policy or the information practices of the Company's Websites should be directed to Ivrnet Client Services Team by emailing help@ivrnet.com.