

## Privacy Policy

Last Modified: December 31, 2020

### About FISPAN's Privacy Policy

At FISPAN ("us", "we", or "FISPAN"), we are dedicated to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, and disclose your personal information. This policy applies to all of the products, services, and website (collectively "Services") offered by FISPAN.

By accessing this website, you accept all the terms and conditions of this Privacy Policy. In particular, by submitting your personal data to us, you will be deemed to have given permission for use and disclosures referred to herein.

This Privacy Policy will notify you of the following:

1. What personally identifiable information is collected from you through the website, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

### Information Collection, Use, and Sharing

We collect information from you when you register on our site or subscribe to company updates and/or our newsletter. When registering on our site, you may be asked to enter your name, company, phone number, email address and country. However, you may visit our site anonymously.

In addition, due to the technical nature of web-browsing, when you visit our website, we may obtain the following information:

- The web address of the website that you came from or are going to;
- Which pages of our website and online application you visit;
- The type of browser you use;
- The times you access our website; and
- Device specific information, such as hardware model, operating system version, carrier network, and hardware settings.
- General demographic information (does not include personal information)

We use this information to try to understand your preferences better and to manage the load on our servers, so as to improve our services, analyze trends, administer the site performance, and gather broad demographic information for aggregate use. We do not track the website that you visit before or after you leave our site.

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We are the sole owners of the information collected on this site. We only have access to, and collect information that you voluntarily give us via email or any other direct contact from you. We will not sell or rent this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request.

### **Our Use of "Cookies"**

As is the case with many websites, the FISPAN website and services may use cookies and other automated information collection means to collect non-personally identifiable information. "Cookies" are small files of data that reside on your computer and allow us, among other things, to recognize you as a FISPAN user if you return to our site using the same computer and browser, to store your preferences and settings, provide internet-based advertising, and analyze how our services are performing. We use the cookie information to improve our website experience and ensure our site is operating at an optimal level. You can set your browser to notify you when a cookie is sent or refuse cookies altogether, but certain features of the FISPAN website might not work without cookies.

### **Links to Third-Party Websites**

FISPAN's website provides links to external sites as a convenience and for the interest of the user. The use of this link does not imply FISPAN's endorsement of their privacy practices and this Privacy Policy does not apply to them. It would be best to familiarize yourself with the privacy policies provided by the owners of these third-party sites before submitting any personal data to them.

### **Marketing**

FISPAN does not sell or rent personal data to marketers or unaffiliated third parties. Individuals can sign up to receive FISPAN updates, if you wish to unsubscribe from receiving e-mail marketing communications, you may opt-out via the unsubscribe link.

If you make a request using any of the forms on FISPAN's website, we will use the information you provide to fulfill your request or to contact you. We do not share this information with any unaffiliated third parties.

### **Your Access to and Control Over Information**

You may opt out of any future contact from us at any time. You can do the following at any time by contacting us via the email address or phone number is given on our website:

- Check what data we have about you if any.
- Change/correct any data we have about you.

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- Have us delete any data we have about you.
  - Express any concern you have about our use of your data.

## **Security**

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information, that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

We have put in place procedures to deal with prevention of personal data. If a personal data breach is suspected will notify our clients and any applicable parties of a breach where we are required to do so.

## **Updates**

Please review this policy periodically as we may revise it without notice. All updates will be posted on this page.

## **Contact Us**

If you would like to contact FISPAN about this privacy statement, you may contact us any time through this website or via telephone at 604-424-9090 or [privacy.officer@fispan.com](mailto:privacy.officer@fispan.com).