

## Trakopolis Saas Corp. Privacy Statement

Last Update: **August 31, 2015**

Trakopolis Saas Corp. ("Trakopolis") has created this privacy statement ("Statement") in order to demonstrate our commitment to privacy. Privacy is of great importance to Trakopolis. Because we gather important personal information from visitors to our website at [www.trakopolis.com](http://www.trakopolis.com) ("Website"), as well as from our customers and their employees, we have established this Statement as a means to communicate our personal information collection, use and disclosure practices.

### Collection and Use of Personal Information

#### *User Information*

Trakopolis offers software solutions to customers for the purposes of efficiently managing their mobile workforce and assets ("Services"). In the course of providing these Services, we may collect the following personal information on our customers' behalf:

- **Driver Scorecard:** A Driver Scorecard provides an overall driving grade for our customer's employees with information on their individual driving performance. For the purposes of creating the Driver Scorecard, we may collect information about the driving characteristics of our customers' employees, such as driving speed by road, hard acceleration, hard deceleration, hard cornering, crash detection, and idle time.
- **GPS Information:** In the course of providing certain of our Services, such as our Journey Management, we may collect the GPS location of vehicles and employees. We offer GPS tracking services for the purposes of ensuring our customers can deploy vehicles to the right job or location in a timely and efficient matter.
- **Employee Location and Hours of Service:** Trakopolis may collect employee location as well as hours of service logged in connection with our Lone Worker and Hours of Service Solutions.

We do not collect or use the employee personal information of our customers for any purpose other than to provide the Services our customers request or as otherwise described in the Services Agreement between us and our customer. However, this information may be viewed or accessed for the purposes of providing support, or enforcing our Services Agreement or Terms of Use.

#### *Website Visitor & Customer Information*

In addition to the personal information collected regarding our customers' employees, we may also collect personal information related to visitors to our Website, as well as our customers. For example, we may collect and use the following information:

- **Free Trials:** When you request a free demo, we may collect your name, email address, phone number and certain information about your company. We use this information to contact you and to facilitate your free demo.

- **Registration:** When customers register for our Services, we may collect a username and a password. We use this to facilitate access to the Services.
- **Email Communications:** We may send email newsletters as well as information regarding our company and partners (such as promotions and events). You can opt out of being contacted by us, or receiving such information from us, at any time by sending an email to support@trakopolis.com or following the unsubscribe mechanism in any of our email communications. We do not share customer email addresses with third parties for their own marketing purposes.
- **Blog:** If you participate in a blog, message board, or similar forum on our Website, we may collect your name, email address, phone number, city, job title, and certain information about your company as well as any comments, suggestions and other feedback you provide as postings. We may use your comments, suggestions or feedback to monitor and/or improve our product and service offerings and our Website. Please remember that any information that you provide in these comment areas is accessible to the public, and you should exercise caution when deciding to disclose any personal information about yourself or anyone else.
- **Employment:** If you apply for a job at Trakopolis, you may provide us with certain personal information about yourself (such as that contained in a resume, cover letter, or similar employment-related materials). We use this information for the purpose of processing and responding to your application for current and future career opportunities.
- **Questions:** If you contact us with a question, comment or complaint, we may collect your name, email address, phone number, city, job title, and certain information about your company in order for us to respond to your request. We may also keep a record of the correspondence in order to assist you again in the future.

### **Website Information**

In general, you can visit our Website without telling us who you are or submitting any personal information. However, we collect the IP (Internet protocol) addresses of all visitors to our Website and other related information such as page requests, browser type, operating system, location information and average time spent on our websites. We use this information to help us understand our Website activity, and to monitor and improve our Website.

**Cookies:** We use cookies on our Website. A cookie is a tiny element of data that our Website can send to your browser, which may then be stored on your hard drive. For example, Trakopolis issues a session cookie to record encrypted authentication information for the duration of a specific visit to our Website. You may set your browser to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies, you may not be able to take advantage of all of the features of our Website.

**Tracer Tags & Web Beacons:** We may also use a technology called "tracer tags" or "Web Beacons". This technology allows us to understand which pages you visit on our Website. This information helps us optimize and tailor our Website and communications for you and others.

**Third-Party Links:** The Website contains links to third-party websites and the Website may also include content from third-parties. Trakopolis does not provide any personal information to these third-parties and is not responsible for the privacy practices or the content of these other websites. Customers and visitors should check the policy statement of these others websites to understand their privacy practices.

### **Disclosure of Personal Information**

Except as explicitly stated at the time we request information, we do not disclose, trade, rent, sell or otherwise transfer any personal information, except as set out in this policy or in our Service Agreement.

**Service Providers:** In connection with our Website or the Services we provide to our customers, we may transfer personal information to affiliates and third-party service providers in Canada and the United States who provide services on our behalf. Our affiliates and service providers are given the information they need to perform their designated functions, and we do not authorize to use or disclose personal information for their own purposes. For additional information about the way in which our service providers treat personal information, contact our Privacy Officer as set out in the “Contact Us” section below.

**Sale of Business:** Trakopolis may transfer any information we have about you in connection with a proposed or actual merger or sale (including transfers made as part of insolvency or bankruptcy proceedings) involving all or part of Trakopolis or as part of a corporate reorganization or stock sale or other change in corporate control.

**Legal obligations:** We and our Canadian and US affiliates and service providers may provide your personal information in response to a search warrant or other legally valid inquiry or order, or to another organization in the case of a breach of an agreement or contravention of law, or as otherwise required or permitted by applicable law. Where a disclosure of our customer information is required by applicable law, we promptly notify our customer prior to complying with such requirements (to the extent we are not prohibited from doing so).

We may also disclose personal information where necessary for the establishment, exercise or defence of legal claim, to detect, prevent or suppress fraud, or to investigate or prevent actual or suspect loss or harm to persons or property.

### **Safeguards**

We understand that data security is a critical issue for our customers and we are committed to safeguarding the personal information in our custody and under our control.

Trakopolis has implemented reasonable administrative, technical and physical safeguards in an effort to protect against loss or theft, as well as unauthorized access, use, copying, modification and disclosure of personal information. For example, when you access our Website with one of the latest web browsers, Secure Socket Layer (SSL) technology protects your information using both server authentication and data encryption. In addition, Trakopolis is hosted in a redundant secure server environment that uses a firewall and other advanced technology designed to prevent interference or access from outside intruders.

Online access to certain personal information may be protected with a username and password. Customers are responsible for maintaining the confidentiality and security of their username and password. We strongly recommend that you do not disclose your password to anyone.

### **Retention**

We have personal information retention processes designed to retain personal information for no longer than necessary for the purposes for which it was collected or provided to us or to otherwise meet legal requirements.

### **Accuracy & Access**

If we receive a request from an individual to access or update personal information we maintain on behalf of a particular customer, we will direct that individual to the relevant customer. We will assist our customers wherever possible in responding to individual access requests.

If you are a Website visitor, customer or otherwise provide us with your personal information, you may otherwise request access, updating or correction of your personal information by submitting a written request to our Privacy Officer as set out in the "Contact Us" section below.

### **Changes to this Statement**

We reserve the right to change this Statement and will provide notification of the change by posting the revisions on this Website.

### **Contact Us**

Please contact the company with any questions or concerns that you may have about this Statement or our personal information practices:

Name: Richard Clarke  
Address: 300, 1711 10<sup>th</sup> Ave SW, Calgary, AB  
Phone: (403) 450 7854  
Email: [info@trakopolis.com](mailto:info@trakopolis.com)