



# Privacy Policy

This agreement is strictly confidential and proprietary to Data & Audio-Visual Enterprises Wireless Inc. "Mobilicity" and the logo are trademarks of Data & Audio-Visual Enterprises Wireless Inc. Distribution, copy or any other use of this agreement and/or the trademarks without the written consent of Data & Audio-Visual Enterprises Wireless Inc. is strictly prohibited.



# PRIVACY POLICY

## INFORMATION WE COLLECT

Data & Audio-Visual Enterprises Wireless Inc. and its affiliates ("Mobicility"), have adopted a privacy policy that limits what Mobicility can do with customer's Personal Information. Personal Information includes information about an identifiable individual other than the name and address, such as credit card information, information collected through our website or other information we may collect from you from time to time. If you are applying to come and work with us, your resume and references would also be included as Personal Information.

## USE OF YOUR PERSONAL INFORMATION

Mobicility may use or collect Personal Information about you to help us provide services to you, such as to respond to your requests, verify your identity, provide services to you, process payments, process changes or updates to your account, process warranty or returns, send you notifications, improve or better our services, customer satisfactory surveys, let you know information regarding our products or services, develop or enhance our products and services, manage and develop our business and operations or generally maintain our relationship with you.

We may also use information you provide us, including information about your personal preferences to provide you with personalized messages and promotions for products and services. We may select the messages and promotions you receive based the information you have provided to us and your previous responses and other communications with us. We may also use your call usage patterns and the other information you have provided to us to determine the number and frequency of the messages we send to you.

## DISCLOSING YOUR PERSONAL INFORMATION

Mobicility will never sell your Personal Information to anyone.

Third parties, including parties outside of Canada, may gain access to your Personal Information or we may disclose your Personal Information to third parties from time to time. For example: we may disclose your Personal Information to someone who, in our reasonable judgment, we believe is seeking the information as your agent or your representative; your dealer may have access to your information while activating, processing, receiving payments or making changes to your account; another company may be involved in supplying you with some of the services; persons employed by Mobicility may gain access to your Personal Information; internet service providers may gain access to your information; marketing companies may conduct research or other analysis. In addition, your Personal Information including your location may be disclosed to public authorities, for example when you make a 911 call. We may also collect, use and disclose your Personal Information to meet legal and regulatory requirements.

Any disclosure to third parties is made on a confidential basis with the information to be used only for the purposes for which it was disclosed. Your Personal Information may also be shared if



## Privacy Policy

Mobilicity becomes part of a merger, amalgamation, or otherwise sells its business or part of its business.

## PROTECTING YOUR PERSONAL INFORMATION

We use standard industry standards to safeguard the confidentiality of your Personal Information. We use a variety of physical, electronic, and procedural safeguards to protect personal information. We do not warrant that the safeguards we implemented are sufficient to protect Personal Information you transmit over the internet. Most of your Personal Information are store within Canada. Some companies providing services to Mobilicity may be located outside of Canada (including the U.S.A.) and your Personal Information may be stored in those jurisdictions and as such, your Personal Information may be made available to the government or its agencies under a lawful order made in that country (including the U.S.A.). For further information, please contact us at 101 Exchange Avenue, Vaughan, Ontario, Canada L4K 5R6 Attention: Privacy or emailing us at [privacy@mobilicity.ca](mailto:privacy@mobilicity.ca).

## YOUR CONSENT

You are consenting to the collection, use and disclosure of your Personal Information by providing us, our dealers or such other third parties with your Personal Information. We may contact you by phone, email or text to provide you notifications, promotions, updates or other information regarding our services and products.

You may withdraw your consent by mailing to us at 101 Exchange Avenue, Vaughan, Ontario, Canada L4K 5R6 Attention: Privacy or emailing us at [privacy@mobilicity.ca](mailto:privacy@mobilicity.ca). Please understand that your withdrawal of consent may affect or limit our ability to provide services or products to you.

Please contact us by mailing your concerns to us at 101 Exchange Avenue, Vaughan, Ontario, Canada L4K 5R6 Attention: Privacy or emailing us at [privacy@mobilicity.ca](mailto:privacy@mobilicity.ca) if you have any questions or concerns about handling your Personal Information.

Our privacy policy may change from time to time, so please check with us periodically.