

iSBERGDATA PRIVACY POLICY

The privacy and security of personal information is very important to iSBERGDATA Corp. and its affiliates (“**iSBERGDATA**”). It is iSBERGDATA’s policy to protect and respect the privacy of personal information in accordance with applicable privacy laws. This Privacy Policy explains iSBERGDATA’s privacy and security practices with respect to all personal information in the possession and control of iSBERGDATA, and may be supplemented by specific policies, procedures, and practices.

WHY DOES iSBERGDATA COLLECT PERSONAL INFORMATION?

iSBERGDATA may collect personal information from individuals (such as from customers, staff, sub-contractors, and suppliers) for the following purposes:

- To administer, plan, and manage the relationship with individuals and to communicate with individuals;
- To support healthcare providers and improve patient care delivery;
- To provide individuals with requested information, products, and/or services;
- To better understand how iSBERGDATA may improve its products and services, to develop and conduct its business and operations, and for other internal business purposes;
- To provide individuals with information on current and future products and services or other developments with respect to iSBERGDATA and its affiliates and partners (in accordance with Canada’s Anti-Spam Legislation – see below); and
- To comply with applicable legal and regulatory requirements or to protect iSBERGDATA’s legal rights and property;

(collectively, the “**Authorized Purposes**”).

The type of information that iSBERGDATA may collect from individuals includes, for example, name, email, contact information, health information, and other information individuals choose to provide.

iSBERGDATA may collect personal information for other purposes where it has a legal duty or right to do so or where iSBERGDATA has a good faith belief that it is necessary to protect the property or rights of iSBERGDATA.

iSBERGDATA does not collect personal information for any other purposes, unless it has the consent of the individual to whom it relates.

HOW DOES ISBERGDATA COLLECT PERSONAL INFORMATION?

iSBERGDATA only collects personal information about an individual with the individual's knowledge and consent. Generally, this means that iSBERGDATA collects personal information directly from the individual to whom it relates, whether via iSBERGDATA's website, e-mail, telephone, fax, or in person. Occasionally, iSBERGDATA may collect personal information from third party sources, but only with the knowledge and consent of the individual or where otherwise authorized by law.

Visitors to iSBERGDATA's website should also be aware that anonymous technical information may be collected by iSBERGDATA as a result of a visit to iSBERGDATA's website. For example, this information may include the visitor's IP address, browser type, operating system, domain name, access times and referring website addresses. iSBERGDATA uses this anonymous technical information for purposes such as diagnosing problems with iSBERGDATA's servers, improving the operation and content of iSBERGDATA's websites and compiling aggregate and statistical information.

iSBERGDATA will not attempt to link or match such anonymous technical information with any personally-identifiable information unless iSBERGDATA has an individual's consent, iSBERGDATA (or its service providers) have detected or reasonably suspect any unlawful use of iSBERGDATA's services or a security breach, or iSBERGDATA has a legal duty or right to do so.

iSBERGDATA may use "cookies" on its website. "Cookies" are small text files placed on computers that can collect and store a variety of information. Permanent cookies are stored indefinitely on a user's hard drive unless manually deleted, while temporary cookies are automatically deleted from the user's browser upon logging out of a website. Web browsers typically allow users to disable permanent and/or temporary cookies.

Our website uses Squarespace Analytics, a built-in tool provided by Squarespace, to help us understand how visitors interact with our site. Squarespace Analytics collects data such as:

Page Views: Information on how many times a page has been viewed.

Traffic Sources: Details about where visitors are coming from, such as search engines, referral links, or direct traffic.

Visitor Location: General information about the geographic location of visitors (e.g., city or country).

Device Information: Data about the type of device, browser, and operating system used to visit our website.

We use this data to improve the functionality of our website, make informed content decisions, and provide a better user experience.

Please note that iSBERGDATA's website may contain links to other websites. iSBERGDATA is not responsible for the privacy practices used or followed by other websites. You are encouraged to be aware of when you leave iSBERGDATA's website, and to read the privacy statements of each and every website you may visit that may collect personal information from you.

WHEN DOES ISBERGDATA USE OR DISCLOSE PERSONAL INFORMATION?

iSBERGDATA only uses or discloses personal information as reasonably required to facilitate the Authorized Purposes listed above.

In some cases, iSBERGDATA may share personal information with third party service providers performing functions on iSBERGDATA's behalf, including, for example, vendors that provide information technology services or provide analytics or assessment services.

iSBERGDATA does not otherwise use or disclose personal information unless iSBERGDATA has an individual's consent, iSBERGDATA has a good faith belief that disclosure of the information is necessary to protect the rights or property of iSBERGDATA, or iSBERGDATA has a legal duty or right to do so.

iSBERGDATA does not rent, sell or trade customer lists or other personal information.

CONSENT – IS THERE A CHOICE?

Individuals provide their consent to the collection, use, and disclosure of personal information when they provide their information to iSBERGDATA or use its products or services.

Individuals can deny or withdraw their consent to iSBERGDATA's collection, use and disclosure of their personal information at any time upon reasonable notice, subject to any legal or contractual requirements. However, if consent is denied or withdrawn, iSBERGDATA may not be able to provide certain products or services.

iSBERGDATA and its affiliates may use personal information to inform individuals of current and/or new products or services or other developments that iSBERGDATA or its affiliates or partners believe will be of interest to individuals in accordance with applicable laws including Canada's Anti-Spam Legislation. Such communications may be made by way of telephone, text message, direct messaging, e-mail, fax or regular mail. Individuals provide their consent to iSBERGDATA and its affiliates and partners contacting them in this manner when they use iSBERGDATA's products or services. Individuals may opt-out of receiving such communications by contacting iSBERGDATA at the address below.

info@isbergdata.ca

HOW DOES iSBERGDATA PROTECT THE SECURITY OF PERSONAL INFORMATION?

iSBERGDATA has in place reasonable policies, procedures and safeguards (including physical, technological and organizational measures) designed to protect the security of personal information under its control.

The protection of personal information is of paramount concern to iSBERGDATA, and iSBERGDATA is prepared to take appropriate and timely steps in the event of any incidents involving personal information in accordance with applicable privacy laws.

iSBERGDATA makes every reasonable effort to ensure that personal information is accurate and complete. This may involve requesting further information or updates from individuals. iSBERGDATA relies on individuals to notify iSBERGDATA if there is a change to their personal information that may affect their relationship with iSBERGDATA.

iSBERGDATA retains personal information only as long as is reasonable to fulfill the purposes for which the information was collected, or for legal or business purposes.

DOES iSBERGDATA PROVIDE ACCESS TO PERSONAL INFORMATION?

iSBERGDATA will provide individuals with access to the personal information iSBERGDATA holds about them in accordance with applicable laws. iSBERGDATA reserves the right to require that any request for access to personal information be made in writing. Generally, there is no cost for such access. However, iSBERGDATA reserves the right to charge such costs on a case by case basis in accordance with applicable laws. The individual will be notified in advance if charges apply.

iSBERGDATA will correct or amend the personal information in its files where it can be shown that the information is incorrect or incomplete.

STORAGE AND PROCESSING

iSBERGDATA will store the personal information on its internal servers and/or with its services providers.

iSBERGDATA's service providers may store and/or process personal information outside of Canada (including in the United States of America). When information is stored or processed outside of Canada, it may be subject to the laws of and be accessible by legal authorities in such other jurisdictions. iSBERGDATA has taken appropriate technical, organizational, and legal steps to secure this information.

CONTACT iSBERGDATA

For further information about iSBERGDATA's privacy practices, to make a request for access to personal information to exercise any other rights outlined in this Privacy Policy, please contact iSBERGDATA's Privacy Officer at the following address:

Matt Edwards,
contact - info@isbergdata.ca

The foregoing policy is effective as of ***January 1, 2024***. iSBERGDATA reserves the right to change this Privacy Policy at any time in accordance with applicable laws – please check our website for updates to this Privacy Policy.