

PRIVACY POLICY

Last update: **November 30, 2023**

This policy describes how **TECHNOLOGIES HIKO INC.** ("we" or "us") collects, processes, uses and discloses personal information, including information about visitors to the Website (as defined below). The use of the second person ("**you**", "**your**", "**yours**") refers to a visitor to the Website.

We collect and have access to your personal information in various ways, depending on your use of the Website, our services or the application. You may choose not to provide certain personal information, but then you may not be able to take advantage of certain features.

1. IN A NUTSHELL



Supplier account access: Stripe
Personal information: payment data



Geolocation



Contact the user
Contact form
Personal information: e-mail, name,
address, telephone number



Camera on your device



Google Analytics
Information collected automatically
Cookies; tracking data

2. DEFINITIONS

“**Application**” means the Hiko mobile application.

“**Personal information**” refers to information which relates to a natural person that enables that person to be identified.

“**Service**” means the service provided by the Application as described in the Application’s terms and conditions of use or on the Website (if available).

“**Website**” refers to the website located at the following URL address: <https://hiko-tech.com>.

3. PERSONAL INFORMATION COLLECTED

We use your personal information primarily for the purposes set forth in sections 3.1 to 3.5 but also for any other purpose that we identify from time to time and that is authorized by law.

3.1 Information provided by you

We collect the information you provide to us (for example, by filling out a form or sending us an e-mail) through the interface of the Website, the application, or otherwise.

This information may include the information described below:

- a) Personal information regarding your user account such as your name, e-mail address and telephone number;
- b) The content of the communications you send us.

We use this information mainly to:

- a) Communicate with you about your requests and for promotional purposes (only as permitted by law);
- b) Responding to your requests.

3.2 Information collected automatically

We collect certain information automatically during your use of the Website or application. This information may be recorded each time you interact with the Website or application. The data collected combines certain information specific to your device and data about your interaction with the Website, including analytics data that may include:

- a) Operating system and language;
- b) The IP address from which a device accesses the Website;
- c) The country, province, city and zip code where the device is located;
- d) Navigation data, such as pages consulted, number of connections to the Web Site, duration of a session, date of connections to the Web Site, products viewed, page from which access to the Web Site is obtained.

We use this information mainly to:

- a) Website customization;
- b) Detection of misuse;
- c) Internal analyses of website traffic.

3.3 Data from the application

While using the application, we collect or have access to the following information:

- a) Personal information regarding your user account such as your name, e-mail address and telephone number;
- b) Data on your use of the service (e.g. time of use);
- c) Personal information about your mobile device (e.g. operating system, operating system version, model, etc.)
- d) Data provided by your device's camera, without recording or saving
- e) Data from geolocation.

We use this information mainly to:

- a) Providing you with the service, including locating charging stations in the network;
- b) Bill you for the right amount of usage time;
- c) Communicate with you about your account and provide you with customer service;
- d) Improving service quality;
- e) Check the compliance of your use of the services;
- f) Unlock the product by scanning the QR code.

3.4 Data from analysis tools

When you access the website, we collect certain data from analysis tools such as Google Analytics. This data is transmitted to us in aggregate form and does not enable us to build up an individual profile of you. You can deactivate Google Analytics on your browser by means of an add-on available at this address: <https://tools.google.com/dlpage/gaoptout>. For more information on the processing of personal data by Google Analytics, please consult the Google policies at <https://policies.google.com/technologies/partner-sites>.

3.5 Tracking technologies

We use cookies and other tracking technologies to improve the Website's performance, to personalize your experience on the Website and to deliver advertisements to targeted audiences (based on Website traffic only). Cookies are files saved on your storage space by the server on which the Website is hosted or by third-party servers that may allow us to recognize your device when you visit the Website and personalize its content or compile more precise data about your browsing on our Website. Some cookies are automatically deleted when you close your browser, while others are retained indefinitely. You can control the storage of cookies through your browser. Some cookies or tracking technologies are provided by our suppliers, who may be able to associate certain information collected through cookies with other information they have about you.

4. HOW IS YOUR PERSONAL INFORMATION USED?

We use the personal information we collect for the purposes described below.

4.1 Communication with you

We use the personal information you provide (for example, your name and e-mail address) to communicate with you and to send you communications about our company and our services, but only if you agree to receive commercial communications from us. We comply with all applicable regulations concerning unsolicited e-mail. If you no longer wish to receive electronic communications from us, you may notify us at any time by writing to us at service.client@hiko-tech.com.

4.2 Providing our services

We use personal information to provide our services to you.

4.3 Personalizing our services and the Website

We use the information collected during your connection to the Website to offer you content that corresponds to your situation or interests. For example, the home page of the Website may be displayed according to your language preferences.

4.4 Maintenance and security of the Website and transactions

We use information collected through the Website and data from analytical tools to monitor user use of the Website generally, to prevent misuse of the Website, to identify problems or bugs on the Website and to determine which features need to be improved. We may use certain automatically collected data to ensure the security of the Website and our computer systems, for example to prevent misuse or to prevent fraud.

4.5 Locate user

The application may collect and use the user's location data in order to provide the services.

4.6 Process payments

We use the information collected during transactions to share it with an independent supplier who will inform us once a payment has been successfully completed. This information is required to process payments and carry out requested transactions.

5. HOW IS YOUR INFORMATION STORED?

We store the personal information collected according to the following parameters:

Information category	Conservation
Information collected automatically when browsing the Website.	This information is not collected by name, and if it is, it is kept only as long as is necessary to compile usage statistics on an anonymous basis.
Other information	As long as the intended purpose has not been achieved.

Personal information collected is stored electronically by our service providers primarily on servers located in the United States, in the State of California.

Some data is processed by our service providers using facilities that may be located in jurisdictions other than Quebec. We ensure that when third parties process personal information outside Quebec, it is adequately protected.

6. HOW IS YOUR INFORMATION PROTECTED?

Your personal information is hosted on servers operated by our service providers and is protected by security measures commensurate with the sensitivity of the information against unauthorized intrusion.

Our employees and suppliers are informed of the confidential nature of personal information and are made aware of the appropriate security measures to prevent unauthorized access to personal information.

7. WHO RECEIVES YOUR INFORMATION?

We will only share your personal information as described in this policy and where we have obtained your consent. Your personal information may be disclosed to the categories of persons described below for the purposes identified.

7.1 Employees

The personal information collected is accessible to certain of our officers and employees who must access it in order to use it in accordance with this policy.

7.2 Service providers

We share certain personal information with our service providers to enable us to provide our services more efficiently. These suppliers agree in writing to keep this information confidential and to use it only for the purposes set out in this policy. Our suppliers include the companies listed below:

Supplier	Details	Useful links
Google, LLC	We use the services of Google Analytics on the Website. We use Google's services to analyze the use of the service and the website based on website traffic. Google's anonymization process may take place outside Quebec.	Google Privacy Policy: https://policies.google.com/privacy?hl=fr Google's use of data from third-party websites: www.google.com/policies/privacy/partners/ Deactivation tool: https://tools.google.com/dlpage/gaoptout .
Stripe, Inc. Stripe Payments Canada, Ltd.	We use the services of Stripe, Inc. to process online payments.	Stripe Services Agreement — Canada: https://stripe.com/en-ca/legal/ssa Privacy Policy: https://stripe.com/en-ca/privacy
Alibaba Cloud International	We use Alibaba Cloud International as our hosting service provider.	Alibaba Cloud International website privacy policy: https://www.alibabacloud.com/help/en/legal/latest/politique?spm=a2c63.p38356.0.0.62da7952FdaKfD

7.3 Legal obligations

We may also disclose collected personal information to third parties if expressly authorized or required to do so by law, or if we are compelled to do so by a competent authority. We may disclose personal information in connection with legal proceedings if necessary to protect our rights or those of our users.

7.4 Commercial transaction

In the event that a business transaction involving our company is contemplated, we may transmit personal information collected to the persons or organizations involved before and after the transaction, whether or not the transaction is completed. In such a case, these persons or organizations undertake to maintain the confidentiality of the personal information collected and to use it exclusively for the purpose of evaluating the feasibility or advisability of the transaction and in accordance with this policy.

8. WHAT ARE YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION?

8.1 Access your information

To access the personal information we hold about you, or to have certain personal information we hold about you amended if it is inaccurate, you may also make a written request to us at: confidentiel@hiko-tech.com.

Upon written request, we will provide you with additional information about the processing of your personal information as required by applicable law, including the categories of persons who have access to your information and the length of time we retain it, to the extent that such information is not already set out in this policy.

We will respond to your request promptly (within 30 days of receipt).

8.2 Withdrawal of consent

Your browser allows you to withdraw your consent to certain processing of your personal information, in particular by preventing the storage of browser cookies.

If you wish to withdraw your consent to the processing of your personal information beyond what is permitted by the Website or your browser, please notify us by e-mail at confidentiel@hiko-tech.com. It is not possible to prevent the processing of your personal information and continue to use the Website and the application. The only way to stop the processing of your personal information is to stop using the Website and the application.

8.3 Delete

You may, in certain circumstances, request the deletion of personal information we hold about you where its collection was unauthorized or where the purposes for which it was collected have been fulfilled. To make such a request, please write to us at service.client@hiko-tech.com. We will respond to your request as soon as possible (maximum 30 days after receipt).

If you continue to use the Website or the application, we will again collect certain information about you.

8.4 Jurisdiction

Our company is governed by the laws and regulations applicable in Quebec and Canada and is subject to the jurisdiction of the Quebec and Canadian privacy protection authorities. Any complaint or claim based on this policy or our treatment of your personal information should be addressed to the Quebec or Canadian authorities.

8.5 Checks

We may verify the identity of individuals seeking access to their personal information. Any information collected for this purpose will not be used for any other purpose.

9. POLICY MODIFICATION

We may amend this Policy from time to time to reflect changes in our personal information management and handling practices. In the event of a change, the new policy will be made available through the application and on our Website at <http://hiko-tech.com/confidentialite>.

If we have collected your contact information, we will notify you of any material changes to our privacy policy by e-mail within a reasonable time before the new policy takes effect. If we change our policy to inform individuals that their information will now be collected for additional purposes, we will seek your consent before using your previously collected information, unless the new purposes have a direct and relevant connection to the purposes for which your consent was previously obtained or applicable law otherwise provides that individuals' consent is not required.

10. RESPONSIBILITIES; COMPLAINTS

The contact details of the person responsible for processing personal information under this policy are as follows:

Privacy Officer

Title: President

Email: service.client@hiko-tech.com

The Privacy Officer is responsible for all matters relating to the collection, use and disclosure of personal information.

Any complaints regarding the processing of your personal information should be addressed to the Privacy Officer.