

## Privacy Statement

*Revision September 2024*

### INTRODUCTION

At Signority Inc ("**Signority**"), we make it a priority to ensure your personal information is kept confidential and secure, and we have strict safeguards in place to protect it. We protect your privacy by complying with applicable privacy laws and regulations. This Privacy Statement describes how we collect, use, disclose, and protect the personal information of website users ("**you**"), describes the types of information we may collect from you or that you may provide when you or visit [www.signority.com](http://www.signority.com) or use Signority's online software as a service provided through the Website (our "**Application**"), and our practices when collecting, using, maintaining, protecting, and disclosing that information. We will only use your personal information in accordance with this Privacy Statement unless otherwise required by applicable law.

By accessing or using this Website, you indicate that you understand, accept, and consent to the practices described in this Privacy Statement. It may change from time to time. Your continued use on this Website after we make changes indicates that you accept and consent to those changes, so please check the Privacy Statement periodically for updates.

### HOW WE COLLECT INFORMATION ABOUT YOU

We use different methods to collect your information, including through:

- **Direct interactions with you when you provide it to us**, for example, by filling in forms, providing feedback or corresponding with us by phone, email, or otherwise.
- **Automated technologies or interactions**, as you navigate through our Website. Information collected automatically may include usage details, IP addresses, and information collected through cookies.
- **Information that you provide by filling in forms on our Website**. This includes information provided at the time of signing up to use our Website. We may also ask you for information when you report a problem with our Website.

The information we collect directly from you on or through our Website or Application may include:

- **Information that you provide by filling in forms on our Website**. This includes information provided at the time of signing up to use our Website. We may also ask you for information when you report a problem with our Website.
- **Records and copies of your correspondence** (including contact information), if you contact us.

### Information We Collect Through Cookies and Other Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use cookies or other automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

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The information we collect automatically is statistical data and we may maintain it or associate it with personal information we collect in other ways that you provide to us. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Website. The technologies we use for this automatic data collection may include:

Note that we are also using cookies (a cookie is a piece of information placed on the hard drive of your computer). We use cookies to permit you to save your user name and password between sessions and, to improve your browsing experience. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.

We use other third party service providers to assist with the development, management or maintenance of the Application and our Website. At times, this may require the disclosure of certain personal information. We ensure that, where it is necessary to engage third party service providers, such service providers are bound by contract to take reasonable security measures when handling personal information.

### HOW WE USE YOUR INFORMATION

We use information that we collect about you or that you provide to us through the Application and/or Website, including any personal information, for various purposes, which may include one or more of the following:

- To register for the Application.
- To present our Website and its content to you.
- To provide you with information, products, or services that you request from us.
- To fulfill the purposes for which you provide the information or that were described when it was collected, or any other purpose for which you provide it.
- To improve our Website, products or services, marketing, or customer relationships and experiences.
- To allow you to participate in interactive features, or similar features on our Website.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent. We may also use your information to contact you about our own and third-parties' goods and services that may be of interest to you, as permitted by law. If you do not want us to use your information in this way, you can advise us that you do not want us to use your

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information in this way. For more information, see Choices About How We Use and Disclose Your Information.

We partner with Microsoft Clarity to capture how you use and interact with our website through behavioral metrics, heatmaps, and session replay to improve our products/services. Usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimization and fraud/security purposes. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement](#).

### DISCLOSURE OF YOUR INFORMATION

We may disclose information, such as aggregated information about our users, without restrictions. We may disclose personal information that we collect or you provide in any of the following circumstances:

- In accordance with applicable law, to a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Signority's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Signority about our customers and users is among the assets transferred.
- To contractors, service providers, and other third parties we use to support our business (such as analytics and search engine providers that assist us with Website improvement and optimization) and who are contractually obligated to keep personal information confidential, use it only for the purposes for which we disclose it to them, and to process the personal information with the same standards set out in this Privacy Statement.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by use when you provide the information.
- With your consent.

### We may also disclose your personal information:

- To comply with any court order, applicable law, or legal process, including to respond to any government or regulatory request, in accordance with applicable law.
- To enforce or apply our terms of service (<https://www.signority.com/terms-of-service/>) and other agreements, including for billing and collection purposes.

### DATA SECURITY

The security of your personal information is very important to us. We use physical, organizational, and technological measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. See <https://www.signority.com/trust-center/security/> for more information about our security practices.

### ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes. By law you have the right to request access to and to correct the personal information that we hold about you. You can review and change your personal information by logging into the

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Application and visiting your account profile page. If you want us to review, verify, correct, or withdraw consent to the use of your personal information you may also send us an email at [dpo@filecloud.com](mailto:dpo@filecloud.com) to request access to, correct, or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect. We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal information that we hold about you or make your requested changes. Applicable law may allow or require us to refuse to provide you with access to some or all of the personal information that we hold about you, or we may have destroyed, erased, or made your personal information anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal information, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

**WITHDRAWING YOUR CONSENT**

Where you have provided your consent to the collection, use, and transfer of your personal information, you may have the legal right to withdraw your consent under certain circumstances. To withdraw your consent, if applicable, contact us using the methods provided at Contact Information and Challenging Compliance, below. Please note that if you withdraw your consent we may not be able to provide you with a particular product or service. We will explain the impact to you at the time to help you with your decision.

**CONTACT INFORMATION AND CHALLENGING COMPLIANCE**

An individual who wishes to challenge Signority's compliance with the principles contained in this Privacy Statement should address those concerns to the Chief Privacy Officer. Questions and complaints regarding Signority's compliance should be made in writing to:

By mail:

Gilles Fourchet: Privacy Officer

Signority Inc.

Privacy Office

1000 Innovation Drive 5th Floor

Kanata, Ontario K2K 3E7

By e-mail: [dpo@filecloud.com](mailto:dpo@filecloud.com)

Personal Information and Personal Health Information should not be submitted with the description of the complaint or other feedback. Signority may, however, request this level of detail during the course of its investigation. In doing so, Signority obtains the appropriate consent as required.