

## Privacy Policy

Updated December 14, 2021

This Privacy Policy explains how we use, share, and protect the information that we collect about you (“Personal Information”) and the choices you have. This Privacy Policy applies to visitors to [www.intercambioscanada.com](http://www.intercambioscanada.com) (“Website”). By visiting or using our Website, you agree to this Privacy Policy.

This Privacy Policy does not apply to information about you collected by third-party websites that may post links or advertisements on or otherwise be accessible from the Website. The information collected by these affiliates or third-party websites is subject to their own privacy policies.

### Personal Information We Collect and How We Use It

This section of our Privacy Policy describes the categories of information collected by Intercambios Canada. We collect this information:

- Automatically when you visit and navigate our Website;
- Directly from you when you request information on our Website or contact our team;
- Indirectly from third-parties, including social media websites; and
- Directly from third-parties, which we may incorporate with existing information we collect about our customers.

The Website is meant to be used by persons of all ages. However, children younger than sixteen years are requested not to provide Personal Information. This should only be done by an adult on their behalf.

#### Types of Personal Information we collect

Contact details (your name, address, email address and phone number)  
Site navigation and usage data (including the date and time you visit and how you use our Website and access its contents)  
IP address, browser settings and related information

#### How we use it

Used to send you information.  
Allowing you to navigate the site.  
Marketing our services to you

We may use Personal Information for other purposes, but only if you have given your consent to do so. For example, if you provide a review our services we may request your consent to publish it on our Website.

For the sake of clarity, our Website does not accept or collect Credit Card information or any other information related to means of payment or banking details.

### **Who has access to your information?**

We limit access to your information to employees who have a need to use the information and are obligated to protect that information and keep it confidential.

We may also share the information as required or permitted by law, such as when we believe such disclosure is appropriate to cooperate with an investigation of activities claimed to be unlawful, or to protect our rights or property or those of others.

Finally, we may provide your information to one or more third-parties in the event of a merger, acquisition, or corporate reorganization involving us.

### **How long do we keep your information?**

We only retain your Personal Information for as long as is necessary for the purpose for which it is provided or because we are legally required to do so.

### **What rights do you have to access and control the use of your information?**

You have the right to:

- access your personal data;
- unsubscribe from marketing or withdraw any specific consents you gave us;
- request a copy of the personal data you shared with us;
- have errors in your Personal Information corrected;
- have your Personal Information deleted (or altered so that you are not identifiable) or to restrict the ways in which we use your information – but in either case, only under specific circumstances prescribed by law; and
- lodge a complaint with your local data protection authority.

You can contact our team to exercise any of the rights listed above by going to the Contact Us page on this Website. If you wish to change your name, e-mail address, communication by going to the Contact Us page on this Website. You may also request these changes by e-mailing [info@intercambioscanada.com](mailto:info@intercambioscanada.com) or calling our team at 778-847-9048 or writing to:

**Intercambios Canada**

**10536 Robertson Street**

**Maple Ridge BC V2W 0G2**

## **Canada**

### **Cookies and Similar Files**

Our Website may use “cookies” and files that are similar to cookies. Cookies are alphanumeric identifiers created by your browser at our request and stored in an approved and standardized place on your computer.

Most Web browsers accept cookies by default, but allow users to reject cookies by changing the browser preferences. If you have set up your browser to reject cookies, some aspects of our Website may not work properly. However, if prefer to control or delete cookies, see the explanation of how to manage cookies under “Types of Cookies.”

If you receive emails from Intercambios Canada, we may use web beacons and similar technologies allow us to track whether you have opened the message and whether you have clicked on links contained in the message.

We use third-party advertising companies to serve ads on our behalf. These companies may use a cookie or similar technology to tailor the advertisements you see, to track your response to the advertisement and to measure the effectiveness of the advertising.

This Privacy Policy covers the use of cookies and similar files by Intercambios Canada only and does not cover the use of those files by any third-party advertisers or websites linked to the Website.

### **Types of Cookies**

Our website uses the following types of cookies:

#### *Necessary cookies*

We use these cookies to let you access our website’s features, manage preferences (like language or VAT settings), and to track statistics necessary to meet contractual requirements.

#### *Functional cookies*

We may use these cookies to test new website features, detect errors, analyze site usage, receive user feedback and provide you with a more relevant and personalised experience based on your interests and interactions.

## **Use and Disclosure of Information**

We use and disclose the information that we collect about you to maintain, improve, and administer our Website, and provide information on services that you request.

**Business Operations:** In order to carry out certain business functions, such as e-mail delivery, or marketing, we sometimes hire other companies to perform services on our behalf. These companies may be located outside of Canada. We may disclose Personal Information that we collect about you to these companies to enable them to perform these services, but those companies are not authorized to use it for any other purpose than completing their contractual requirements to Intercambios Canada.

**Third-Parties:** In addition, we may share the information we collect with other companies with whom we have joint marketing arrangements.

**Law Enforcement, Protection of Intercambios Canada and our Customers:** Intercambios Canada reserves the right to disclose Personal Information, including account information, when we believe such disclosure is appropriate to cooperate with an investigation of activities claimed to be unlawful, to enforce our Terms of Use, or to protect the rights or property of Intercambios Canada or others.

**Merger, Sale, or Acquisition:** In addition, it is possible that in the future another company may acquire Intercambios Canada or its assets. It is also possible that Intercambios Canada may partner with or purchase another company to continue to do business as a combined entity. In the event that this occurs, it is possible that our customer information, including your Personal Information, may be transferred to the new business entity as one of Intercambios Canada's assets. In such an event, we will update this policy to reflect any change in ownership or control of your Personal Information.

## **Access and Accuracy of Your Personal Information**

If you believe that the Personal Information that we hold about you is not accurate, complete or up to date, please contact Intercambios Canada's Customer Care at the details shown above, under the paragraph headed "What rights do you have to access and control the use of your information?".

You may request access to the Personal Information we hold about you. Generally, we will provide you with access, except in limited circumstances where we are permitted by law to refuse access. You must direct any requests to Intercambios Canada's Customer Care. We may charge a fee for providing access, which will not exceed our reasonable expenses incurred in responding to your request, including photocopying and administrative expenses.

You may also contact us to discuss any queries or concerns you have in relation to our handling of your Personal Information, including to make a complaint about a breach of the applicable privacy laws.

## **Links to Third-Party Products and Services**

While you are visiting or using the Website, you may be presented with an opportunity to purchase third-party products or services. These products and services are offered and supplied by independent companies not owned or operated by Intercambios Canada. If you click on one of the presented offers, you will be redirected to the site of the third-party, and any information you provide in response to the offer will be collected and used by the third-party. Information you provide to the third-party and any dealings you have with the third-party will be governed by the privacy and other policies of that third-party.

## **Your Choices**

We offer you a variety of choices with respect to how we use and share your Personal Information.

**Communications from Intercambios Canada:** If you do not want to receive email communications from Intercambios Canada about our own or third-party products and services that may be of interest to you, you can click on the unsubscribe link at the bottom of one of our emails. You can also request to be added to our Do-Not-Call list, and/or our Do-Not-Mail list by contacting us through the Contact Us page on this Website. Please be sure to provide your exact name, e-mail address, mailing address and telephone number(s) and the list or lists you would like to be included on (Do-Not-Call, and/or Do-Not-Mail). Even if you opt-out of email marketing or choose to be placed on one of these lists, we may still communicate with you using any of these methods regarding your use of our Website, or for similar administrative reasons.

## **Website Security**

We maintain physical, electronic, and procedural safeguards designed to help us protect your nonpublic Personal Information. For example, we use HTTPS technology to encrypt your connection to our Website.

Intercambios Canada authorizes only those persons who need to know Personal Information to access your information, to provide or inform you about services, or to maintain, improve or administer our Website to access your Personal Information.

## **Changes to this Privacy Policy**

Intercambios Canada may revise this Privacy Policy from time to time by posting a revised Privacy Policy on our Website and changing the last modified date at the top of the Privacy Policy. If we make significant changes to the Privacy Policy, we will note the Privacy Policy has changed on the main page of the Website. We reserve the right to modify this Privacy Policy at any time, so please review it frequently.