



## Mobile eID App Privacy Policy Version 0.2 - 26 January 2021

### **1.0 Overview**

Canadian Bank Note Company, Limited ("we" or "us" or "our") respects the privacy of our users ("user" or "you"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our mobile driver's license application (the "Application"). Please read this Privacy Policy carefully. IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT ACCESS THE APPLICATION. We reserve the right to make changes to this Privacy Policy at any time and for any reason. We will alert you about any changes by updating the "Last updated" date of this Privacy Policy. You are encouraged to periodically review this Privacy Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Privacy Policy by your continued use of the Application after the date such revised Privacy Policy is posted.

### **2.0 COLLECTION OF YOUR INFORMATION**

We may collect information about you in a variety of ways via the Application. The information we may include:

#### **2.1 Personal Information**

Demographic and other personally identifiable information (such as your name, date of birth, driver's license number, home address, height, eye colour, and email address) that you voluntarily give to us when choosing to participate in various activities related to the Application which principally consist of verifying your identity to third parties.

#### **2.2 Financial Data**

Financial information, such as data related to your payment method (e.g. valid credit card number, card brand, expiration date) that we may collect when you purchase, order, return, exchange, or request information about our services from the Application.

We store only very limited, if any, financial information that we collect. Otherwise, all financial information is stored by our payment processor and you are encouraged to review their privacy policy and contact them directly for responses to your questions.

## **2.3 Geo-Location Information**

We may request access or permission to and track location-based information from your mobile device, either continuously or while you are using the Application, to provide location-based services. If you wish to change our access or permissions, you may do so in your device's settings.

## **2.4 Mobile Device Access**

We may request access or permission to certain features from your mobile device, including your mobile device's camera, Bluetooth, internet. If you wish to change our access or permissions, you may do so in your device's settings however in such case the Application may not function correctly, or at all.

## **2.5 Mobile Device Data**

Device information such as your mobile device ID number, model, and manufacturer, version of your operating system, phone number, country, location, and any other data you choose to provide.

## **2.6 Push Notifications**

We may request to send you push notifications regarding your account or the Application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

## **3.0 USE OF YOUR INFORMATION**

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience so that you can properly use the Application. Specifically, you authorize us to use the information in the Application for the following purposes

1. Assist law enforcement.

2. Compile anonymous statistical data and analysis for use internally or with third parties.  
Create and manage your account.
3. Email you regarding your account or order.
4. Enable user-to-user communications.
5. Fulfill and manage purchases, orders, payments, and other transactions related to the Application.
6. Generate a personal profile about you to make future visits to the Application more personalized.
7. Increase the efficiency and operation of the Application.
8. Monitor and analyze usage and trends to improve your experience with the Application.
9. Notify you of updates to the Application.
10. Offer new products, services, mobile applications, and/or recommendations to you.
11. Perform other business activities as needed.
12. Prevent fraudulent transactions, monitor against theft, and protect against criminal activity.
13. Process payments and refunds.
14. Request feedback and contact you about your use of the Application.
15. Resolve disputes and troubleshoot problems.
16. Respond to product and customer service requests.
17. Send you a newsletter.

## **4.0 DISCLOSURE OF YOUR INFORMATION**

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

### **4.1 By Law or to Protect Rights**

If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation. This includes exchanging information with other entities for fraud protection and credit risk reduction.

## **4.2 Third-Party Service Providers**

We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.

## **4.3 Interactions with Other Users**

If you interact with other users of the Application, those users may see your name, profile photo, dob, DL # if you consent for them to see such information.

## **4.4 Affiliates**

We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.

## **4.5 Ministry of Transportation (MOT)/Department of Motor Vehicles(DMV)**

We may share your information with the organization who administers your driver's license or identification card.

## **5.0 THIRD-PARTY WEBSITES**

The Application may contain links to third-party websites and applications of interest that are not affiliated with us. Once you have used these links to leave the Application, any information you provide to these third parties is not covered by this Privacy Policy, and we cannot guarantee the safety and privacy of your information. Before visiting and providing any information to any third-party websites, you should inform yourself of the privacy policies and practices (if any) of the third party responsible for that website, and should take those steps necessary to, in your discretion, protect the privacy of your information. We are not responsible for the content or privacy and security practices and policies of any third parties, including other sites, services or applications that may be linked to or from the Application.

## **6.0 SECURITY OF YOUR INFORMATION**

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorized parties. Therefore, we cannot guarantee complete security for any personal information provided to us via the Application.

## **7.0 CONTROLS FOR DO-NOT-TRACK FEATURES**

Most web browsers and some mobile operating systems include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Policy.

## **8.0 OPTIONS REGARDING YOUR INFORMATION**

### **8.1 Account Information**

You may at any time review or change the information in your account or terminate your account by:

- Logging into your account settings and updating your account

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements. We will only maintain such information for appropriate periods of time.

## **8.2 Emails and Communications**

If you no longer wish to receive correspondence, emails, or other communications from us, you may opt-out by:

- Noting your preferences at the time you register your account with the Application
- Logging into your account settings and updating your preferences.

If you no longer wish to receive correspondence, emails, or other communications from third parties, you are responsible for contacting the third party directly.

## **9.0 RIGHT TO ACCESS YOUR PERSONAL INFORMATION**

Upon request, we will provide you an opportunity remote review the personal information in our possession to verify the correctness of such information. If an error is confirmed, and depending on the nature of the error, we will correct it on our Application, or we advise you to contact the MTO/DMV to advise of the incorrect information.

## **10.0 CONTACT US**

If you have questions or comments about this Privacy Policy, please contact us at:

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Ottawa, ON K1Z 1A1  
Canada  
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