

WatchNET Inc. Privacy Policy (PIPEDA-Compliant)

Effective Date: 12-20-2022

Last Updated: 11-2-2025

1. Our Commitment to Privacy

At **WatchNET Inc.**, we value the trust our customers place in us. Protecting your personal information is a fundamental part of how we conduct business. Whether you interact with us online, through our customer support team, or in person, we are committed to maintaining the confidentiality, accuracy, and security of your personal data in compliance with Canada's **Personal Information Protection and Electronic Documents Act (PIPEDA)**.

This Privacy Policy explains how WatchNET Inc. collects, uses, discloses, and safeguards your personal information. It applies to all our products, services, and digital platforms, including our website **www.watchnetinc.com** and WatchNET Cloud services (collectively, the "Services").

2. Scope and Application

This Policy applies to:

- All personal information collected by WatchNET Inc. in connection with our business operations;
- All online and offline interactions with customers, vendors, and service users; and
- The use of WatchNET Inc.'s websites, applications, and cloud services.

By using our Services or providing personal information to us, you consent to the practices described in this Privacy Policy, as amended from time to time.

3. What Information We Collect

a. Personal Information

"Personal information" refers to any information that identifies or could reasonably identify an individual. We may collect the following types of personal information:

- **Contact details:** name, mailing address, telephone number, and email address.

- **Transaction details:** products or services purchased, payment method, and billing information.
- **Account details:** usernames, passwords, and customer account identifiers.
- **Preferences and communications:** marketing preferences, language preferences, and consent records.
- **Technical or support-related data:** device identifiers, IP addresses, login timestamps, and customer service interactions.

b. Non-Personal Information

We may also collect non-identifiable information such as browser type, device information, or aggregated usage statistics. This information helps us understand usage patterns and improve our Services, but it does not identify you personally.

You may choose not to provide personal information; however, doing so may limit your ability to access certain features or receive certain services.

4. How We Use Your Information

WatchNET Inc. uses personal information for the following legitimate business purposes:

- To fulfill product orders and service requests;
- To process returns, exchanges, and warranty claims;
- To provide customer support and respond to inquiries;
- To deliver, install, and service products;
- To communicate with you regarding promotions, surveys, or updates (where consent has been provided);
- To manage and maintain your account, including authentication and security;
- To operate, maintain, and improve our website and WatchNET Cloud platform;
- To protect against fraud, theft, or other unlawful activity;
- To comply with applicable laws and regulatory requirements; and
- For other purposes that are disclosed at the time of collection or as otherwise permitted by law.

We do **not** sell or rent personal information to any third party.

5. Consent

WatchNET Inc. collects, uses, or discloses personal information only with your knowledge and consent, except where otherwise permitted or required by law. Consent

may be expressed (e.g., signing a form or checking a box) or implied (e.g., by continuing to use our services after being notified of this Policy).

You may withdraw your consent at any time, subject to legal or contractual restrictions. If you withdraw consent, we may be unable to provide certain products or services.

6. Information Collected Automatically

When you visit our website or use WatchNET Cloud, we may automatically collect:

- Your IP address and general geographic location;
- Date and time of access;
- Browser type, operating system, and device information;
- Pages visited, links clicked, and content viewed;
- The website that referred you to us.

We use this information for website management, analytics, and to improve your online experience.

Cookies and Similar Technologies

Our website uses cookies and similar technologies to enhance your experience and tailor content. You can disable cookies in your browser settings, but some site features may not function properly without them.

7. Disclosure of Personal Information

WatchNET Inc. may share personal information in the following limited circumstances:

- **Service Providers:** With trusted third-party providers who perform services on our behalf (e.g., payment processing, shipping, marketing communications, IT support). These providers are contractually bound to safeguard personal information and use it only for authorized purposes.
- **Business Transactions:** In the event of a merger, acquisition, or sale of assets, personal information may be transferred as part of the transaction.
- **Legal Requirements:** When required by law, regulation, or court order, or when necessary to protect the rights, safety, or property of WatchNET Inc., our customers, or the public.

Some personal information may be processed or stored outside Canada. In such cases, it may be accessible to law enforcement or regulatory authorities under the laws of those jurisdictions.

8. Safeguards and Security

The security of your personal information is a top priority. We implement appropriate administrative, technical, and physical safeguards to protect your data against unauthorized access, disclosure, alteration, or misuse.

Examples include:

- Secure data storage with limited access;
- Firewalls, encryption (including SSL for online transactions), and authentication protocols;
- Employee training and confidentiality agreements; and
- Regular review of security measures in line with industry standards.

9. Data Retention

We retain personal information only as long as necessary for the purposes identified, to meet legal or regulatory requirements, or to resolve disputes. When no longer needed, information is securely destroyed, deleted, or anonymized.

10. Your Rights and Access to Information

Under PIPEDA, you have the right to:

- Request access to personal information we hold about you;
- Request correction of inaccurate or incomplete information;
- Withdraw consent for specific uses; and
- Ask how your personal information has been used or disclosed.

To exercise these rights, please contact us in writing (see Section 13). We will respond within a reasonable timeframe and in accordance with applicable law.

11. Links to Other Websites

Our website may contain links to third-party sites for your convenience. WatchNET Inc. is not responsible for the privacy practices, content, or security of these external sites. We encourage you to review the privacy policies of any linked websites before providing personal information.

12. Responsibilities When Returning Products

If you return products that may store personal information (such as cameras, recorders, or servers), you are responsible for deleting or removing that information before returning the item. WatchNET Inc. is not responsible for personal data left on returned products.

13. Contacting WatchNET Inc.

Privacy Officer – WatchNET Inc.

351 Ferrier St., Suite 5

Markham, Ontario, L3R 5Z2

Telephone: +1 (416) 410-6865

Email: privacy@watchnetinc.com

If you have questions, concerns, or complaints about how your personal information is handled, please contact our Privacy Officer. We will investigate and respond promptly.

14. Email and Electronic Communication

Please note that standard email is not a secure communication method. We recommend that you do not send sensitive information such as credit card numbers via unencrypted email. WatchNET Inc. is not responsible for any unauthorized access resulting from messages sent over public networks.

15. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, technology, or legal requirements. The revised policy will be posted on **www.watchnetinc.com** with an updated effective date. Your continued use of our Services constitutes acceptance of the updated terms.

By using WatchNET Inc. products, services, or websites, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your personal information as described herein.