

Thank you for using the Caring Support website (“our website”). We are committed to maintaining the privacy, security and accuracy of your personally identifiable information (“Personal Information”). This Privacy Policy informs you of our privacy practices with respect to your Personal Information. This Privacy Policy may be updated from time to time, and we will post any material changes to this Privacy Policy on our website.

By using our website, you are consenting to the collection, use and disclosure of your information, including your Personal Information, as set out in this Privacy Policy, as it may be amended from time to time. Our privacy policy is based upon the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's *Personal Information Protection and Electronic Documents Act*.

## **1. Introduction**

We are responsible for maintaining and protecting the Personal Information under our control. We have designated a Privacy Officer who is responsible for compliance with our Privacy Policy.

## **2. Identifying Purposes**

For the purposes of this Privacy Policy, (“Personal Information”) means any information that can be used to uniquely identify you and may include your name, telephone number, address, and email address. We collect, use and disclose Personal Information to provide you with the product or service you have requested and to offer you additional products and services we believe you might be interested in. The Personal Information you provide in your profile will be shared with our subscriber users (“Subscribers”) for the purpose of identifying potential candidates for employment with the Subscriber. The purposes for which we collect Personal Information will be identified before or at the time we collect the information. In certain circumstances, the purposes for which information is collected may be clear, and consent may be implied, such as where your name, address and payment information are provided as part of the order process.

Personal Information we receive from social networks is dependent on your privacy settings with those social networks. You should frequently review and, if necessary, adjust your privacy settings on third party websites, social networks and other services before linking or connecting them to our website.

Personal Information we collect is collected, used and stored by us in accordance with this Privacy Policy, and is not collected or used for any other purpose.

## **3. Consent**

Knowledge and consent are required for the collection, use or disclosure of Personal Information except where required or permitted by law. Providing us with your Personal Information is always your choice. However, your decision not to provide certain information may limit our ability to provide you with our products or services. We will not require you to consent to the collection, use, or disclosure of information as a condition to the supply of a product or service, except as required to be able to supply the product or service.

## **4. Limiting Collection**

The Personal Information collected will be limited to those details necessary for the purposes described to you.

With your consent, we may collect Personal Information from you in person, over the telephone or by corresponding with you via mail, facsimile, or the Internet. If at any time you wish to remove your Personal Information you may do so by selecting 'Deactivate' in your 'Profile Account Setting Page'. Your Personal Information will be removed and deleted within 30 days.

## **5. Accuracy**

Personal Information will be maintained in as accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used.

## **6. Safeguarding Customer Information**

Personal Information will be protected by security safeguards that are appropriate to the sensitivity level of the information. We take all reasonable precautions to protect your Personal Information from any loss or unauthorized use, access or disclosure.

## **7. Non-Personal Information**

We may collect, use, transfer and disclose information in a form that does not personally identify you ("Non-Personal Information"), without limitation. When you access our website using a web-browser, we and our third-party service providers may use a variety of technologies that automatically record certain Non-Personal information. This information may include: your internet protocol (IP) address (and other unique identifiers for the particular device you use to access the Internet), browser type, your interaction with our website, the pages of our website that you visit, information you search for on our website, access times and dates, and other similar information. We use this information for a variety of purposes, including analyzing and enhancing our products and services, and to help personalize our website for you.

## **8. INFORMATION SHARING AND DISCLOSURE**

We will not sell, trade, disclose or share your Personal Information with other companies or individuals unless we have received your express consent or as may be permitted or required by law. Non-Personal Information may be provided to third parties for marketing, advertising, or other uses.

We may engage third party companies and individuals to perform services on our behalf. These third parties may have access to your Personal Information. Third party access is only provided to the extent required for the third party to perform their services on our behalf. All third party providers are required in writing to comply with our privacy policies and procedures.

We may become involved in the sale, merger, acquisition or restructuring of some or all of our business assets. In the course of such a transaction, we may disclose your Personal Information to the purchaser or new corporate entity. In such case, we will require any such third party to agree to protect the privacy of your Personal Information in a manner that is consistent with this Privacy Policy and in accordance with applicable privacy laws.

We promise to use reasonable efforts to ensure that your Personal Information is used and disclosed only as

provided for in this Privacy Policy, unless we have obtained your express consent or as may otherwise be required or permitted by applicable laws.

## **9. Customer Access**

Upon request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to it. You may verify the accuracy and completeness of your Personal Information, and may request that it be amended, if appropriate. However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.

## **10. Handling Customer Complaints and Suggestions**

If you have any concerns, questions, requests or complaints about this Privacy Policy, or our use of your information, please feel free to contact our Privacy Officer at: [privacy@caringsupport.com](mailto:privacy@caringsupport.com)

## **11. Additional Information**

### ***Cookies***

A cookie is a small computer file or piece of information that may be stored on your computer when you visit our websites. We use cookies to improve our website's functionality and, in some cases, to provide visitors with a customized online experience.

Cookies are widely used, and most web browsers are configured initially to accept cookies automatically. You may change your Internet browser settings to prevent your computer from accepting cookies or to notify you when you receive a cookie so that you may decline its acceptance. Please note, however, if you disable cookies, you may not experience optimal performance of our website.

### ***Other Websites***

Our website may contain links to other third-party sites that are not governed by this privacy policy. Although we endeavour to only link to sites with high privacy standards, our privacy policy will no longer apply once you leave our website. Additionally, we are not responsible for the privacy practices employed by third party websites. Therefore, we suggest that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed.