

PRIVACY POLICY

Last updated: [July 13, 2023]

PLEASE READ THIS POLICY CAREFULLY TO UNDERSTAND HOW WE HANDLE YOUR PERSONAL INFORMATION AND WHAT CHOICES AND RIGHTS YOU HAVE IN THIS REGARD. IF YOU DO NOT AGREE WITH THE TERMS OF THIS POLICY, YOU MUST NOT ACCESS OR USE THE SITE.

INTRODUCTION

[MediSolution (2009) Inc.] is committed to protecting the privacy and security of your personal information. We also believe in transparency. This Policy explains how we handle your personal information. Please read this Policy carefully to learn more about how we process your personal information, as well as any rights you may have under applicable law.

In what context does this Policy apply? This Policy describes our practices with respect to personal information for which we act as a "data controller" under applicable law. This includes information collected when you visit our website, [www.medisolution.com, www.medexa.com] (the "Site"). However, this Policy does not apply when we process personal information on behalf of a customer. For more information about a client's data practices, please contact the client directly. We are not responsible for the privacy and security practices of our customers.

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect the following types of personal data for the purposes listed below. You may choose not to provide us with personal information, but by doing so, you will not be able to access areas of the Site that require you to enter personal information.

Category	Description and purpose
Contact Information	If you contact us, ask a question from our Site, request a demo, or inquire about our products or services, we collect your name, company name, business email address, and phone number. We process Contact Information to provide you with our products and services, to provide customer support, to ensure the privacy and security of our Site, products, and services, to maintain our databases and backups, to manage our relationships with you, to communicate with you, and to maintain records of our communications with you. The legal grounds for this processing are consent or, where applicable, our legitimate interests in the proper administration of our Site and business, the proper management of our customer relationships and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
Account Registration Information	When you purchase or register for our services, we collect your contact information, your company's website URL, and a record of the products and services purchased. We process Account Registration Information to provide you with our products and services, to provide customer support, to ensure the privacy and security of our products and services, to maintain our databases and backups, to manage our relationships with you, to communicate with you, and to maintain records of our

	communications with you. The legal grounds for this processing are consent or, where applicable, our legitimate interests in the proper administration of our Site and business, the proper management of our customer relationships and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
Communications and Inquiries	If you contact us, in addition to your Contact Information, we will receive the subject line of your message and any comments, content, or other information you choose to provide. We process Communications and inquiries to provide you with our products and services, to provide customer support, to ensure the privacy and security of our Site, products, and services, to maintain our databases and backups, to manage our relationships with you, to communicate with you, and to maintain records of our communications with you. The legal grounds for this processing are consent or, where applicable, our legitimate interests in the proper administration of our Site and business, the proper management of our customer relationships and the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
Device and usage information	When you visit the Site, we automatically collect information from your browser and device, including the date and time of your visit as well as your location, IP address or unique device identifier, domain server, browser type, access time, and data about the pages you visit. We process Device Information and its use to administer the Site, provide you with requested content and functionality, ensure the privacy and security of our Site, develop new services, improve your experience by providing you with a more personalized and interactive service, and for the purposes of analyzing its usage. The legal grounds for this processing are our legitimate interest in monitoring and improving our site.
Device and usage information	When you visit the Site, we automatically collect information from your browser and device, including the date and time of your visit as well as your location, IP address or unique device identifier, domain server, browser type, access time, and data about the pages you visit. We process Device Information and its use to administer the Site, provide you with requested content and functionality, ensure the privacy and security of our Site, develop new services, improve your experience by providing you with a more personalized and interactive service, and for the purposes of analyzing its usage. The legal grounds for this processing are our legitimate interest in monitoring and improving our site.

Other processing activities. We may also process personal information as necessary for the following:

- Establishing, exercising or defending legal actions, whether before a court, administrative body or otherwise. (The legal grounds for this processing are our legitimate interest in protecting and asserting our legal rights, your legal rights, and the legal rights of others.)
- Obtaining or maintaining insurance coverage, risk management or obtaining professional advice (the legal bases for this processing are our legitimate interest in adequately protecting our business).
- Purposes that are consistent with, related to, or ancillary to the purposes and uses described in this Policy for which your personal information was provided to us.

We may process your personal information for any of the purposes and uses described in this Policy for one or more of the following legal grounds:

- Because it is necessary to perform the services you have requested or to comply with your instructions or other contractual obligations between you and us;
- To comply with our legal obligations and maintain a record of our compliance processes;
- Because our legitimate interests, or those of a third party recipient of your personal information, make the processing necessary, provided that those interests are not overridden by your interests or fundamental rights and freedoms;
- Because you have chosen to post or display your personal information in a public area of the Site, such as a comment box;
- Because it is necessary to protect your vital interests;
- Because it is necessary in the public interest;
- Because you have expressly given us your consent to process your personal information in a particular way.

We do not use personal information to make automated decisions that affect profiles or to create profiles other than those described herein.

Location of treatment. We have operations in Canada, and personal information is transferred, stored, and processed in Canada where we or our affiliates, partners, service providers, or agents maintain facilities. By sending us personal information or using the Site, you agree and required in other countries. We rely on recognized legal bases to lawfully make cross-border/international transfers of personal information, such as express consent, where the transfer is necessary for us to provide services pursuant to an agreement, or where the transfer is subject to safeguards that ensure the protection of personal information.

HOW DO WE SHARE YOUR PERSONAL DATA?

Where we are acting as a "data controller" or where permitted by applicable law, we may share your personal information in the following contexts.

Category	Disclosure contexts
Affiliates	We share personal information with our subsidiaries and affiliates and their officers, directors, employees, accountants, legal counsel and corresponding agents.
Acquisitions and similar transactions	We may disclose your personal information in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our company's assets, whether as a going concern or as a result of bankruptcy, liquidation, or similar proceedings, in which personal information held by us is part of the assets transferred.
Disclosure with your consent	We may ask you if you would like us to share your personal information with other unaffiliated third parties that are not described elsewhere in this Policy. We will only disclose your personal information in this context with your consent.
Legal Obligations and Legal Rights	We disclose your personal information in response to subpoenas, warrants, court orders, or other legal process, or to comply with applicable laws. We may also share your personal information in order to establish or exercise our legal rights; to defend against a legal claim, and to investigate, prevent, or take action regarding possible illegal activities, suspected fraud, safety of persons or property, or breach of contract. We may also disclose personal information as necessary to protect vital interests.
Service Providers	We share personal information with our agents, contractors and service providers. Among other things, service providers help us administer the Site, support the

	delivery of our products and services, send marketing communications, provide technical support, and assist with other legitimate purposes permitted by law.
Professional Advisors	We disclose personal information to our insurers and other professional advisors, including lawyers, accountants, consultants and auditors, who need access to your information to provide operational or other support services on our behalf.
Anonymized or aggregated data	We share aggregate information and non-personally identifiable information, such as aggregated demographic information and customer preferences, (i) for the purposes of complying with reporting obligations; (ii) for commercial or marketing purposes; and (iii) to help us and others understand our users' interests, habits, and usage trends for certain programs, content, services, marketing, or features.

HOW LONG DO WE PROCESS YOUR PERSONAL INFORMATION?

We will retain and use your personal information for as long as necessary to fulfill the purposes for which it was collected, to comply with our operational requirements and legal obligations, to resolve disputes, to protect our assets, to provide services, and to enforce our contracts.

We take reasonable steps to delete the personal information we collect when (1) we have a legal obligation to do so; (2) we no longer have a reason to retain the information; and (3) if you ask us to delete your information, unless we determine that doing so would violate our existing and legitimate legal, regulatory, contractual or similar obligations. We may also decide to delete your personal information if we believe it is incomplete, inaccurate, or that maintaining its storage is contrary to our legal obligations or business purposes.

To the extent permitted by law, we may retain and use anonymous, anonymized, and aggregated information for performance reporting, benchmarking, and other purposes, and for product and service improvement. When we delete data, it is deleted from our active servers and databases; however, they may remain in our archives when it is not practical or possible to delete them.

HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

We have security measures in place to protect personal information from loss, use, alteration, unauthorized disclosure or access and to detect fraudulent identity verification activity, including when providing personal information in response to requests from affected individuals. From time to time, we review our security procedures to reflect new technologies and appropriate methods.

However, no security system is perfect, and no data transmission is 100% secure. Therefore, while we strive to protect personal information, we cannot guarantee or ensure the security of any information transmitted to or from the Site or the Services. Your use of the Site is at your own risk. We cannot guarantee that your data will remain secure at all times.

If a breach compromises your personal data, we will notify you and any applicable regulator when we are required to do so under applicable law.

YOUR RIGHTS AND CHOICES

Please use the contact information in the "Contact Us" section at the bottom of this Policy to exercise your rights and choices under this Policy.

Email preferences. If you no longer wish to receive email communications from us, you may unsubscribe by clicking on the "Unsubscribe" link at the bottom of our emails, or by contacting us using the contact information in the "Contact Us" section at the bottom of this Policy and providing us with your name and email address so that we can identify you for the unsubscribe process. As soon as we receive your instructions, we will take prompt corrective action. Please note that registered users cannot opt out of receiving transactional emails related to their account.

Accuracy and Updating of Your Personal Information. Our goal is to ensure that your personal information is accurate, up-to-date and complete. If any personal information you have provided to us changes, please update your account/user profile, or notify us using the contact information in the "Contact Us" section at the bottom of this Policy. We are not responsible for any losses resulting from any inaccurate, inauthentic, deficient, or incomplete personal information you provide to us.

Complaints. If you believe that your rights with respect to your personal information have been violated, you may file a complaint with us by contacting us using the contact information in the "Contact Us" section at the bottom of this Policy.

Individual rights. You may have certain rights in relation to your personal data under local data protection laws, and we discuss the rights provided in the different jurisdictions below. We honor the rights of individuals where required by applicable law and, depending on applicable law, these rights may include the following rights:

- Access your personal information;
- Learn more about how we treat your personal information;
- Rectify inaccurate personal information and, taking into account the purpose of processing the personal information, ensure that it is complete;
- Delete or delete your personal information;
- Restrict our processing of your personal information;
- Transfer your personal information to another controller, where possible;
- Object to certain processing of your personal information;
- Opting out of the disclosure of any of your personal information to third parties;
- If you are under the age of 16, or such other applicable age of consent, authorize certain disclosures of your personal information to third parties;
- Not be discriminated against for exercising your rights described above;
- Not be subject to a decision based solely on automated processing, including profiling, which produces legal effects;
- Withdraw your consent at any time (to the extent that we base the processing on consent), without affecting the lawfulness of the processing based on that consent before it is withdrawn.

All requests should be sent to the contact information listed in the "Contact Us" section of this Policy. Your personal information may be processed in response to these rights. If you are exercising a right that is the responsibility of a third party, including one of our customers, we will tell you to contact the appropriate data controller who is responsible for responding to your request.

HOW DO WE USE YOUR PERSONAL INFORMATION?

The disclosures below outline our data practices.

- **Personal Information Collected** : We have collected the following categories of personal information:
 - Identifiers
 - Business Information

- Information related to the Internet or other electronic network activities
- Geolocation data
- Audio, electronic, visual or similar information
- Professional or employment-related information
- **Categories of Sources** : We have collected the personal information identified in this Policy from you [and other third-party sources, including data partners].
- **Collection of Information for Business Purposes** : We have collected the categories of personal information listed above for the following purposes:
 - To provide you with products and services
 - Providing you with customer service
 - Ensuring the privacy and security of our Site, products, and services
 - ⊖ Manage our databases and backups
 - Managing our relationship with you
 - Communicating with you
 - Keeping a record of our communications with you
 - Operating Our Business
 - Detect fraud, illegal activity, or security breaches
 - Operate the Site
 - To provide you with the content and functionality you request
 - Developing new services
 - Improve your experience by offering you a more personalized and interactive service
 - Usage Analysis
- **Personal Information Sold** : We did not sell categories of personal information.
- **Personal Information Disclosed for a Business Purpose**: We have disclosed for a business purpose the categories of personal information listed below. We have disclosed each category of personal information to the following categories of third parties: (1) parents, subsidiaries and affiliates; (2) advisors (accountants, lawyers); (3) service providers (data analysis, data storage, direct mail, marketing, website and platform administration, technical support); and (4) operating systems and platforms.
 - Identifiers
 - Business Information
 - Information related to the Internet or other electronic network activities
 - Geolocation data
 - Audio, electronic, visual or similar information
 - Professional or employment-related information

No Financial Incentives: We do not offer financial incentives, price differences or service incentives in exchange for keeping or selling your personal information.

THIRD-PARTY SITES AND SERVICES

This Policy does not apply to any third-party owned applications or websites. The Site may contain links to third parties, as well as media or other content from third parties. These links are directed to external and third-party resources that have their own privacy policies. Due to the Site's dynamic media capabilities, links to external third-party resources may not be clear. If you click on a third-party link, you will be redirected outside of the Site. You can check the URL to confirm that you have left the Site.

We cannot (1) guarantee the adequacy of the privacy or security practices employed by content and media provided by third parties or their websites; (2) control the independent collection or use of your information

by third parties; or (3) endorse any third-party information, products, services or websites that are accessible through links embedded in the Site.

Any information you provide or that is automatically collected from you by a third party will be governed by that party's Privacy Policy and Terms of Use.

COOKIES AND SIMILAR TECHNOLOGIES

First- and third-party cookies

A "cookie" is a small file created by a web server that may be stored on your device (if you allow) for use either during a particular browsing session ("session" cookie) or during a subsequent browsing session ("persistent" or "persistent" cookie). "Session" cookies are stored temporarily on your hard drive and last only until they expire at the end of your browsing session. "Persistent" or "persistent" cookies remain on your hard drive until they expire or you delete them. Local shared objects ("flash" cookies) are used to collect and store information about your preferences and navigation to, from and within a website. First-party cookies are set by the website you are visiting, and they can only be read by that site. Third-party cookies are set by a party other than this website.

Other similar technologies

In addition to cookies, there are other automatic data collection technologies, such as web beacons, web beacons (web beacons, pixel tags), and navigational data collection (log files, server logs, etc.) that may be used to collect data as users browse and interact with a website. For example, web beacons are tiny graphics with unique identifiers that are used to understand browsing activity. In addition, Urchin Tracking Module (UTM) codes are strings that can appear in a URL when you navigate from one web page or website to another. This type of channel can contain navigational information such as the advertisement, page, or publisher that sent the user to the destination website.

What cookies and similar technologies are used and how are they used?

Other Third-Party Technologies

Some third parties may use automated data collection technologies to collect information about you when you browse the Internet. We have no control over these third-party technologies, or how they are used. If you have any questions about the targeted content, you should contact the responsible party directly or review their privacy policy.

Your Cookie Choices

Most web browsers are set to accept cookies by default. If you do not wish to receive cookies, you can set your browser to refuse all or some types of cookies, or to notify you when cookies are being sent by website technologies. These settings may prevent you from taking advantage of all the features of the Site. Also, adjusting the cookie settings may not completely remove all cookies that have already been set. To delete

them, go to your browser settings after changing your cookie settings. Additional information can be found below on how to disable cookies or manage cookie settings for some of the major web browsers:

Google Chrome :

<https://support.google.com/chrome/answer/95647?hl=fr>

Firefox:

<https://support.mozilla.org/fr/kb/protection-renforcee-contre-pistage-firefox-ordinateur?redirectslug=autoriser-bloquer-cookies-preferences-sites&redirectlocale=fr>

Internet Explorer:

<https://support.microsoft.com/fr-fr/windows/supprimer-et-g%C3%A9rer-les-cookies-168dab11-0753-043d-7c16-ed5947fc64d>

Safari:

<https://support.apple.com/fr-fr/guide/safari/sfri11471/mac> and <https://support.apple.com/fr-ca/HT201265>

To learn how to manage your Flash cookie settings, visit the Flash Access Control Settings page on Adobe's webpage at:

<http://www.macromedia.com/support/documentation/fr/flashplayer/help/help09.html>.

For more information on how to modify your browser settings to block or filter cookies, visit <http://www.aboutcookies.org/>.

To learn more about Internet advertising practices and the resources available to consumers, visit <http://www.aboutads.info/consumers/>, <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work> or <http://www.networkadvertising.org/choices>.

CHILDREN

Our Site, products, and services are not directed to children under the age of 14 and no information is knowingly collected from children under the age of 14. No person under the age of 14 may access, browse, or use the Site or provide us with any information. If we learn that we have collected or received personal information from a child under the age of 14 without the consent of a parent or legal guardian, we will take steps to stop collecting that information and delete it. If you believe that we have received information from a child under the age of 14, please contact us using the contact information in the "Contact Us" section provided below.

UPDATES AND CHANGES TO THIS POLICY

We may add, change, update, or modify this Policy from time to time. We will post any changes to this Policy on this page. The updated policy will be effective immediately upon posting. If we make material changes, we will also notify you by a notice on the home page of our Site for a reasonable period of time. We may also, at our discretion, notify you by email of changes to this Policy.

You must, and you acknowledge and agree that it is your responsibility to carefully review this Policy from time to time before using the Site for its current terms. Your continued use of the Site after the "Last Updated" date will constitute your acceptance of any changes and our collection and sharing of your

information in accordance with the then-current Policy. If you do not agree with this Policy and our practices, you should not use this Site.

CONTACT US

If you have any questions or concerns, wish to exercise your rights, or make a complaint to us, you can contact us using the information below, and we will do our best to assist you.

Chief Privacy Officer for Quebec Email:

canadianprivacyofficer@harriscomputer.com