



Privacy Policy

H2O Innovation Inc. including its subsidiaries (“**H2O Innovation**”) is committed to protecting your privacy. This privacy policy (the “**Policy**”) is designed to help you understand how it collects, holds, uses and divulges your Information (as defined below). By using H2O Innovation’s website and/or services (collectively, the “**Services**”), by signing up to receive H2O Innovation’s electronic messages and/or other written communications (“**H2O Messages**”), or by consenting to the collection of your Information by H2O Innovation, you are accepting the practices described in this Policy.

1. WHAT INFORMATION DOES H2O INNOVATION COLLECT, HOLD, USE AND DIVULGE?

H2O Innovation may collect, hold, use and divulge to its affiliates or a third party, the Information that you knowingly choose to disclose and enter on any of the Services or that you otherwise allow H2O Innovation to access and that can be used to identify you.

Personal data

H2O Innovation may ask you to provide personally identifiable information that can be used to contact or identify you, or comply with contractual or legal obligations. Such information may include, but is not limited to:

- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Usage Data (as defined below)
- Identification number
- Location data
- Online identification, such as email address or social network profiles
- Information collected pursuant to an employment agreement,

(collectively, the “**Information**”)

Methods of Collection

H2O Innovation collects Information through various technological means, including:

- through its websites, online forms and portals;
- when individuals communicate with H2O Innovation by email or other electronic means;
- through the use of cookies and similar tracking technologies;
- through the use of its services and digital platforms;
- through mobile devices or applications, where applicable;
- in the course of recruitment, employment or contractual relationships.

Information may also be collected automatically, as described in the section “Usage Data”.

Usage Data

Data that is automatically generated through your use of the Services or collected from the Services’ infrastructure (such as the duration of a page visit), is referred to as “**Usage Data**” and is collected automatically when you use the Services.

Usage Data may include information such as your device internet protocol address (IP address), browser type, browser version, the page of the Services that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Services by or through a mobile device, H₂O Innovation may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

H₂O Innovation may also collect information that your browser sends whenever you visit the Services or when you access the Services by or through a mobile device.

Tracking Technologies and Cookies

A cookie is a small text file that is stored in a dedicated location on your computer, mobile device, tablet or other device when you use your browser to visit an online service. Other tracking technologies, such as web beacons, tracking pixels and mobile identifiers may be used for similar purposes. In this Policy, all of these tracking technologies are collectively referred to as “**Cookies**”.

H₂O Innovation uses Cookies and similar tracking technologies to track the activity on the Services and store certain information. Tracking technologies used are beacons, tags and scripts to collect and track information and to improve and analyze the Services.

H₂O Innovation uses essential Cookies which are required for optimum operation of the Services, and which cannot be configured or opted out. In particular, such essential Cookies are used to authenticate users of the Services, to remember users’ custom preferences, and to secure the Services against any attempted fraud.

H₂O Innovation may also use non-essential Cookies in connection with the Services and H₂O Messages. Such non-essential Cookies may be used to provide you with a tailored experience when visiting the Services, to analyze advertising conversion rates and monetization rates, to understand traffic patterns on the Services, to help measure and improve the effectiveness of H₂O Messages and to determine whether such messages have been opened and links clicked on.

Non-essential Cookies can be managed and/or disabled through your browser’s cookie settings, mobile device’s advertising settings.

Any Information collected with Cookies, by H₂O Innovation or on its behalf, are treated with the same level of confidentiality as any other Information held by H₂O Innovation.

2. USE OF YOUR INFORMATION

H₂O Innovation generally uses your Information for the following purposes (“**Purposes**”):

- provide and maintain the Services, including to monitor the usage of the Services;
- authenticate the users of the Services;
- manage your account;
- communicate with you;
- process payment for the Services that are provided by H₂O Innovation, if applicable;

- manage your requests;
- comply with its contractual and/or legal obligations;
- for business transfers (we may use your Information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Information held by us about our users is among the assets transferred);
- To process your job application, including reviewing your application and assessing your suitability for the job you are applying for or for other positions that match your profile, obtaining and verifying information or references about you from third parties (with your consent) and to inform you of job offers that may be of interest to you; and for other purposes, such as data analysis, and to evaluate and improve our Services and your experience, or other legitimate business interests;

The legal basis for using the Information for the Purposes is typically a contractual basis (i.e. to provide you with the Services, or pursuant to an employment or services contract) or because you have consented to such Purposes. However, H₂O Innovation may also rely on other legal grounds, for example, where the processing is necessary for its legitimate interests or for compliance with legal obligations to which it is subject.

H₂O Innovation does not rent or sell any of your Information to third parties and will not share it with third parties without your consent, unless it is necessary to do so by law or for the Purposes as set forth in this Policy.

You may at any time revoke your consent to the collection, use and storage of your Information as set forth in Section 10 below).

3. WHEN AND HOW DOES H2O INNOVATION SHARE YOUR INFORMATION WITH THIRD PARTIES?

H₂O Innovation may disclose your Information to its business partners to the extent such disclosure is required for the Purposes. H₂O Innovation may use third parties to facilitate its business, such as payment processors, hosting services providers, contractors for sending out e-mail updates about H₂O Innovation and/or the Services, for providing customer support services or as required by the applicable contract. In connection with these business operations, H₂O Innovation's contractors and service providers may have access to your Information collected by H₂O Innovation for use for a limited time in connection with these business activities.

Where H₂O Innovation utilizes third parties for the processing of any Information, H₂O Innovation implements reasonable contractual and technical protections in order for such third parties to keep all Information they process strictly confidential. Please note that these third parties may be located in other countries where the laws on processing personal information can differ from the laws of your country of residence.

H₂O Innovation may also disclose your Information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform with the law; (b) comply with the order of a competent judicial authority in any jurisdiction; (c) comply with legal process served on H₂O Innovation; (d) protect and defend the rights or property of H₂O Innovation; (e) enforce or verify your compliance with any part of the agreements that you enter into with H₂O Innovation, if any;

(f) prevent fraud or other illegal activity perpetrated through the Services; or (g) act in urgent circumstances to protect the personal safety of users of the Services or the public at large.

4. THIRD-PARTY SERVICES AND PLATFORMS

The Services may contain links to other websites, applications or platforms. Please read the privacy policies of these third-party websites, applications or platforms that collect personally identifiable information in order to understand their privacy policies and data collection practices. This Policy applies solely to Information collected and processed by H₂O Innovation or on its behalf.

5. HOW LONG WILL H₂O INNOVATION KEEP YOUR INFORMATION?

H₂O Innovation will retain your Information only for as long as necessary to fulfill the Purposes for which it was collected, or to comply with applicable legal, tax, or regulatory requirements and pursuant to the Data Retention Policy of the Corporation. After such time, any Information held by H₂O Innovation will be destroyed, deleted or made anonymous.

Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of the Services.

6. H₂O INNOVATION MESSAGES

If you have consented to receive such information, H₂O Innovation may send H₂O Messages to you about the Services. You may opt-out of receiving H₂O Messages by clicking the unsubscribe link included in such H₂O Message or as set forth in the Section 10 below. However, H₂O Innovation may continue to send you H₂O Messages to inform you about available upgrades or critical technical service issues relating to Services that you requested, or to provide you with important information on your account.

7. SECURITY INFORMATION

H₂O Innovation takes appropriate precautions to protect your Information. H₂O Innovation uses physical, electronic, and procedural safeguards that comply with applicable regulations to protect your Information.

In the event of a confidentiality incident involving your Information, H₂O Innovation will take reasonable measures to reduce the risk of harm and to prevent similar incidents from occurring. Where the incident presents a risk of serious harm, H₂O Innovation will notify the affected individuals and the relevant regulatory authority and will keep a register of confidentiality incidents in accordance with applicable law.

8. ONLINE ADVERTISING

H₂O Innovation may collect and use certain of your Information, in some cases, to provide advertisements that are likely to be of interest to you. Such information may include Information collected with non-essential Cookies as set forth in the Section 1 above.

9. STORAGE AND INTERNATIONAL TRANSFERS OF YOUR INFORMATION

By using the Services or consenting to the collection and processing of your Information, you are consenting to have your Information transferred to and processed in Canada (outside Quebec), the United States and/or Europe. Your Information will be held by H₂O Innovation in Canada, the United States and/or Europe in accordance with the applicable data protection laws and regulations. H₂O Innovation may also subcontract processing, or share, your Information with third parties located in other countries, including countries other than your home country. In such case, H₂O Innovation will ensure that your Information is adequately protected by appropriate technical, organizational, contractual or other lawful means.

If you would like to obtain more information on these security measures, please contact the Data Protection Officer.

10. YOUR RIGHTS

Subject to applicable law, you have the right to:

- access the Information H₂O Innovation holds about you;
- request the correction of inaccurate, incomplete or outdated Information;
- withdraw your consent to the use or disclosure of your Information, where such processing is based on consent;
- request the deletion or anonymization of your Information, where permitted by law;
- request that we cease or restrict the use of your Information;
- receive a copy of your computerized Information in a structured, commonly used and machine-readable format, and, where technically feasible, have it transmitted to a third party (data portability).

Such requests may be submitted to the Data Protection Officer as set out below.

You may file a complaint with a competent authority at any time if you believe that H₂O Innovation is not processing your Information in a manner that is compliant with this Policy or with the applicable laws.

11. CONTACT H₂O INNOVATION ABOUT PRIVACY

If you have questions about the privacy aspects of the Services, would like to know more about H₂O Innovation's legitimate interests, would like to make a complaint, or exercise any of the rights set forth in Section 10 above, please contact the **Data Protection Officer**:

Laetitia Ouedraogo, Senior Legal Counsel
330 Saint-Vallier East, Suite 340, Québec (Québec), Canada G1K 9C5,
Tel : +1418-688-0170
Email : privacy@h2oinnovation.com

If you reside in the United Kingdom:

Joanne Darton, Logistics & Customer Service Manager
Address: 3A Aston Way, Middlewich, Cheshire CW10 0HS

Tel: +44 (0)1606 837 605
Email: privacy@h2oinnovation.com

When making a complaint, please provide the following information:

- Your name and contact details
- If you are contacting us on a complainant's behalf, the name of the complainant and your role or authority to act on their behalf.
- If the complainant is an H₂O Innovation's client, the nature of the engagement with H₂O Innovation.
- The regular contact person within H₂O Innovation
- Details of the complaint (including when the conduct giving rise to the complaint occurred).
- Details of the H₂O Innovation's employee involved (if applicable).
- Copies of any documentation supporting the complaint.

12. CHANGES TO H₂O INNOVATION'S PRIVACY POLICY

H₂O Innovation frequently revises this Policy to keep it up to date with applicable legislation. Updated notices may be used to alert users to recent changes and to the date of the last update, but the posting of the revised Policy on the website shall be considered sufficient notice to you. Unless stated otherwise, this Policy applies to all Information that H₂O Innovation has about you.

13. REVISION HISTORY

This document has been issued and amended as follows:

Revision	Revision Issue Date	DCO #
Rev. Pre QMS	10-November-2022	
Rev. Pre QMS	26-February-2026	

H₂O Innovation Inc. is the data controller for the purposes of the personal data processed under this Policy.