

## MUNI PRIVACY POLICY

We take your privacy very seriously and are committed to being transparent with how we use your information. This website and any of our services and sites directing you to this Privacy Policy are controlled by August Digital Inc. (“MUNI”). (collectively “we” or “us”).

Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

If you have any questions about this Privacy Policy, please contact us at: [support@getmuni.co](mailto:support@getmuni.co)

MUNI (“Company”, “we”, or “us”) respects your privacy and is committed to protecting it through this Privacy Policy.

This Privacy Policy governs your access to and use of [support@getmuni.co](mailto:support@getmuni.co), including any content, functionality and services offered on or through <https://getmuni.co> (the “Website”), whether as a guest or a registered user.

When accessing the Platform/ Application, the Company will learn certain information about you, both automatically and through voluntary actions you may take, during your visit. This policy applies to information we collect on the Website and in email between you and the Website.

Please read the Privacy Policy carefully before you start to use the Website.

### B. NOTICES FROM MUNI

**1. PRIVACY AND ELECTRONIC COMMUNICATIONS.** MUNI will, from time to time, generate and send electronic communications (such as e-mails) to you containing information about MUNI's new and current services and products. By entering into this Agreement, you are consenting to receive such electronic communications from MUNI at any electronic address that you provide. Please review this site's Privacy Policy which also governs your visit to this site and webstore. Our Privacy Policy is always accessible on our site's home page.

**2.** If MUNI needs to contact you about your product or account, you consent to receive the notices by email. You agree that any such notices that we send you electronically will satisfy any legal communication requirements.

**3.** You understand and agree to MUNI authorizing targeted advertisements with credible third parties and to provide better service and enjoyment of the website and App (if applicable) and related functions.

You understand and agree that MUNI may send you notices on the website and or by email or through App (if applicable) and Software from time to time that are in line with business and product development at its sole discretion.

**What information do we collect?**

We collect information from you when you register on our site, interact with our AI tools and chatbot feature, subscribe to our services, respond to a survey, or fill out a form. When registering or interacting on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information.

**Information We Collect Through Automatic Data Collection Technology.** As you navigate through our Website, we may use automatic data collection technologies including Google Analytics to collect certain information about your equipment, browsing actions, and patterns. This will generally include information about your location, your traffic pattern through our website, and any communications between your computer and our Website. Among other things, we will collect data about the type of computer you use, your Internet connection, your IP address, your operating system, and your browser type.

We may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

**What do we use your information for?**

Any of the information we collect from you may be used in one of the following ways:

**To personalize your experience**

Your information helps us to better respond to your individual needs.

**To improve our website**

We continually strive to improve our website offerings based on the information and feedback we receive from you.

**To improve customer service**

Your information helps us to more effectively respond to your customer service requests and support needs.

**To process transactions**

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

**We use the Personal Information we collect in relation to services so that we can:**

- provide customers with timely and reliable services, including the coordination and scheduling of services through other city and or community personnel, the performance of logistics services and communication with our clients about the status of their services;
- bill our customers for the products and services we provide them, the authentication of their identities and the production of detailed invoices that help them verify the charges billed to them;

- establish, maintain and develop relationships with our customers, including the management of their accounts with MUNI;
- develop, promote and manage our products and services, including the completion of market studies and the communication of new products and services, special offers, promotions and service tips;
- develop robust data to be used for the analytics tools offered by MUNI; and
- assist law enforcement agencies, collect debts owed to MUNI, protect MUNI's business interests (including enforcing MUNI's Terms and Conditions of Service) and generally meet requirements imposed by law.

### **To send periodic emails**

The email address you provide for order processing, may be used to send you information and updates pertaining to your order or service, in addition to receiving occasional company news, updates, related product or service information, etc.

**Note:** If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

### **Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **How do we protect your information?**

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

**We offer the use of a secure server.** All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems and are required to keep the information confidential.

For customers opting to save their credit card for future transactions, the information is encrypted and securely stored via our payment processing partner, Stripe. Except for this, we do not retain sensitive financial details, such as credit card numbers or social security numbers, beyond 30 days post-transaction.

### **RETENTION OF PERSONAL INFORMATION**

We retain our customers' Personal Information for as long as necessary to fulfill the purpose for which it was collected and to comply with applicable laws. We do not store customer credit card information in any form. We will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except when this data is used to strengthen the security or to improve the functionality of our services, or we are legally obligated to retain this data for longer time periods.

### **Your Rights:**

If you are asked to provide or have provided us with consent to process your Personal Data, you can deny or withdraw your consent at any time upon reasonable notice, subject to any legal or contractual requirements. However, if consent is denied or withdrawn, we may not be able to provide you with portions of the Service. In certain circumstances, you have the right:

- To access and receive a copy of the Personal Data we hold about you and related information (for example, why we process your Personal Data).
- To rectify any Personal Data held about you that is inaccurate or incomplete.
- To request the deletion of Personal Data held about you. To limit or stop the processing of your Personal Data.
- To data portability – that is, to request to obtain a copy of your Personal Data in a commonly used electronic format so that you can manage and move it to another entity.

We aim to take reasonable steps to allow you to exercise these rights with respect to your Personal Data in accordance with applicable laws. Whenever made possible, you can access and update your Personal Data directly within the Service. If you would like to exercise the above rights, please contact us at [support@getmuni.co](mailto:support@getmuni.co). Please note that you may be asked to verify your identity before responding to such requests.

### **GDPR and FIPPA Compliance**

As a digital agency, we are committed to protecting the personal data of our clients and website visitors. We are compliant with the General Data Protection Regulation (GDPR), which is a comprehensive data privacy regulation that governs the collection, use, and storage of personal data for individuals located in the European Union. Additionally, as a digital agency based in Ontario, we are subject to Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). FIPPA sets out rules for the collection, use, and disclosure of personal information by public institutions in Ontario. We will comply with both GDPR and FIPPA in our handling of personal information.

### **Third Party Use of Cookies:**

We may contract with third-party service providers to assist us in better understanding our site visitors. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

### **Data Management**

We implement comprehensive data governance practices, ensuring accuracy, consistency, and security in the handling of personal information. Our data management strategy encompasses regular audits, data minimization principles, and adherence to data retention policies tailored to meet legal and operational requirements.

### **Third Party Links:**

Our website may offer links to other websites. Customers should be aware that operators of linked websites may also collect our customers' Personal Information (including information generated using cookies) when they link to those websites. We are not responsible for how such third parties collect, use or disclose our customers' Personal Information, so it is important for our customers to familiarize themselves with the privacy policies of such third parties before providing them with Personal Information.

### **Email Policies:**

All e-mails sent from our organization will clearly state who the e-mail is from and provide clear information on how to contact the sender. In addition, all e-mail messages will also contain concise information on how to remove yourself from our mailing list so that you receive no further e-mail communication from us.

**Online Privacy Policy Only:**

This online privacy policy applies only to information collected through our website and not to information collected offline.

**Your Consent:**

By using the Website or by clicking to accept or agree to the Terms of Use and Security Policy when this option is made available to you, you accept and agree to be bound and abide by our online Privacy Policy as well.

**WITHDRAWING CONSENT**

Anyone may withdraw their consent to MUNI's further use, retention or disclosure of their Personal Information at any time, subject to legal or contractual restrictions and reasonable notice. Consent may be withdrawn by contacting MUNI at [support@getmuni.co](mailto:support@getmuni.co) We will inform the person who is withdrawing his or her consent of the implications of doing so.

**CHANGES TO THIS PRIVACY POLICY**

We reserve the right to modify this Privacy Policy at any time without notice. The Privacy Policy posted at any time or from time to time via this website shall be deemed to be the Privacy Policy then in effect.

**Contacting us:**

Any Questions about this Privacy Policy or concerns about our compliance with this Privacy Policy should be directed as follows:

General Enquiries: [support@getmuni.co](mailto:support@getmuni.co)

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**TERMS OF USE** This website grants you a limited, personal, non-exclusive, non-transferable license to use our resources provided (in exchange for an email address) for your own personal or internal business use. You have no right to modify, edit, copy, reproduce, create derivative works of, alter, enhance or in any way exploit any of this content in any manner. It also may not be sold or redistributed without the express written consent of the Company.

If you would like to share (or link to) our content, please be sure to give credit where credit is due. If you share our content, include our company name MUNI.

**Information security:** We work hard to protect our users from unauthorized access to or unauthorized alteration, disclosure, or destruction of information we hold however not website is entirely secure. You should protect the account information in your possession as well.

**Third-Party Sites:** Our Privacy Policy does not apply to services offered by other companies or individuals, including products or sites that may be displayed to you on this site. We also do not control the privacy policies and your privacy settings on third-party sites, including social networks.

**Enforcement** We regularly review our compliance with our Privacy Policy. When we receive formal written complaints, we will contact the person who made the complaint to follow up.

OUR WEBSITE IS HOSTED IN ONTARIO, CANADA AND OPERATED UNDER THE FEDERAL RULES OF  
CANADA