

Privacy Policy

(Last modified on December 14, 2021)

Introduction, Definitions, Modifications and Acceptance

Welcome to the Epic Staff App. This Privacy Policy (the “**Policy**”) may cover several different situations, so please refer to the following definitions for clarification:

“**Epic Staff**” refers to Epic Staff Ltd., a duly incorporated company in the Province of Quebec, Canada. Where the present Policy refers to “Epic Staff”, it may refer to Epic Staff Ltd. and/or its affiliates, subsidiaries, employees, officers, directors, subcontractors, agents, partners or representatives, depending on the context. Any reference to “we”, “our”, or “us” in this Policy shall also refer to Epic Staff Ltd. In this Policy, an App visitor may be referred to as “you”.

“**User**” refers to any person, company, entity, or organization who accesses or uses the App, whether or not such User personally installed the App or created an account.

“**Device**” refers to the handheld, tablet or other internet-connected device through which you may be accessing and using the App.

“**App**” refers to the Epic Staff smartphone application.

Additional definitions shall be made throughout this Policy, but they will be recognizable as they will be capitalized, bolded, and in quotation marks.

By visiting the App, you agree to be bound by the terms of the Policy. By submitting Personal Information to us through the App or via other means, you consent to Epic Staff’s collection, use and disclosure of such Personal Information (as that term is defined hereinbelow) in accordance with this Policy (as amended from time to time) and as permitted or required by law. If you are an individual using the App on behalf of a corporation or other registered organization (“**Legal Entity**”), you represent and warrant that you have the capacity and authority to accept the Policy on behalf of the Legal Entity, and hereby agree to be the collection, use, and disclosure of Personal Information on behalf of that Legal Entity.

Epic Staff reserves the right, at any time and without prior notice, to modify or replace any of the Policy. Any changes to the Policy can be found on this page. It is your responsibility to check the Policy periodically for changes. Your use of the App following the posting of any changes to the Policy constitutes acceptance of those changes. If there are any significant changes to the Policy that materially affect the way we treat your information, we will post a prominent notice upon your first visit to this page following those changes.

If you have any questions about the Policy or if you wish to inquire about and/or access any Personal Information Epic Staff holds about you, please contact us at info@epicstaff.ca.

General Statement of Privacy and Protection of Personal Information

Epic Staff takes your privacy and security of Personal Information very seriously. We have provided and will continue to provide a secure environment and this strict Policy that describes the limited ways the information is used and the limited access to such information.

What Does This Privacy Policy Cover?

This Policy covers the treatment of personally-identifiable information, i.e. any information that identifies an individual, or can be used in conjunction with other information to identify an individual (“**Personal Information**”) and other information gathered by Epic Staff when you are visiting the App. This Policy also covers Epic Staff’s treatment of any Personal Information that Epic Staff may share with its business partners or other third parties under very limited circumstances.

This Policy does not apply to the general practices and treatment of information (whether personal or not) by third parties that Epic Staff does not own or control, including but not limited to any third-party websites or services that you elect to access via a link from the App (“**Third- Party Website**”), or to individuals that Epic Staff does not manage or employ. While we attempt to facilitate access or link only to those Third-Party Websites that share our respect for your privacy, we cannot take responsibility for the content or privacy policies of those Third-Party Websites. We encourage you to carefully review the privacy policies of any Third-Party Websites you access.

Finally, this Policy does not cover any Personal Information you send to Epic Staff via any non-secured, non- encrypted mode of communications such as email, instant messenger or other messaging service, or Facebook or any other social media, as communications via these methods may be subject to interception, loss, or alteration. While we welcome your comments and suggestions sent to us in this manner, we encourage you to carefully examine what Personal Information you send to Epic Staff via these methods.

Your Consent

By providing Epic Staff with your Personal Information, you consent to the collection, use, disclosure and retention of that information by Epic Staff in accordance with this Policy and as otherwise permitted by applicable law. You may withdraw your consent at any time, subject to legal or contractual restrictions and on reasonable notice to Epic Staff, but then you might not be able to proceed with your intended interactions or transactions with Epic Staff or otherwise receive the full benefit of Epic Staff’s services.

Personal Information Collected and Its Uses

We receive and store any information you knowingly provide to us. We may use any information you provide to us for our business purposes. For example, through the registration process and/or through

your account settings, we may collect Personal Information such as your name, email address, mailing address, phone number, location, date of birth, and work history. Certain information may be required to register with us or to take advantage of some of our features. We may communicate with you if you've provided us the means to do so. If you do not want to receive communications from us, please indicate your preference by emailing info@epicstaff.ca. When you use the App to post content (such as videos, images, photos, comments or text), to connect with other Users, or to send messages to other Users, we may collect such content and information, including your public profile, the contents of any message, information and data pertaining to your engagement with other Users, and any Personal Information contained within any of the foregoing.

Security and Encryption of Information

Epic Staff uses only industry best practices (physical, electronic and procedural) in keeping any data collected secure. In addition, Epic Staff uses third-party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to operate the App, and these third parties have been selected for their high standards of security, both electronic and physical. Please note that these third parties may not be located in your home jurisdiction – please see the “Transfer of Personal Information Outside Your Home Jurisdiction” section further in this Policy for more information.

Non-disclosure of Personal Information to Third Parties

We do not rent or sell your Personal Information in personally identifiable form to anyone, provided certain Personal Information may be transferred in connection with business transfers, as described below. We may share your Personal Information with third parties as described in this section:

Information that's been de-identified: We may de-identify your Personal Information so that you are not identified as an individual and provide that information to our partners. We may also provide aggregate usage information to our partners (or allow partners to collect that information from you), who may use such information to understand how often and in what ways people use our App, so that they, too, can provide you with an optimal online experience. However, we never disclose aggregate usage or de-identified information to a partner (or allow a partner to collect such information) in a manner that would identify you as an individual person.

Affiliated Businesses: In certain situations, businesses or third-party websites we're affiliated with may sell or provide products or services to you through or in connection with the App (either alone or jointly with us). You can recognize when an affiliated business is associated with such a transaction or service, and we will share your Personal Information with that affiliated business only to the extent that it is related to such transaction or service. For example, if you book a request for Services through Epic Staff, we may share certain of your Personal Information with the User who made the request. We have no control over the policies and practices of third-party websites or businesses as to privacy or anything else, so if you choose to take part in any transaction or service relating to an affiliated website or business, please review all such business' or websites' policies.

Agents: We employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you; for example, we may use a payment processing company (such as Zum Rails) to receive and process your credit card transactions for us and/or remit payment to you in connection with use of this service. Unless we tell you differently, our agents do not have any right to use the Personal Information we share with them beyond what is necessary to assist us. Note that an “agent” may also be considered a “partner” in certain circumstances and would be subject to the terms of the “Information that’s been de-identified” section in that regard.

User Profiles and Submissions: Certain User profile information, including your name, location, and any video or image content that such User has uploaded to the App, may be displayed to other Users to facilitate User interaction or requests for Services within the App or address your request for our services. Please remember that any content you upload to your public User profile, along with any Personal Information or content that you voluntarily disclose online in a manner other Users can view (on discussion boards, in messages and chat areas, etc.) becomes publicly available, and can be collected and used by any User of the App. Your user name may also be displayed to other Users if and when you send messages or comments or upload images or videos through the App and other Users can contact you through messages and comments.

Business Transfers: We may choose to buy or sell assets and may share and/or transfer customer information in connection with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party.

Protection of Epic Staff and Others: We reserve the right to access, read, preserve, and disclose any information that we reasonably believe is necessary to comply with law or court order; enforce or apply our Terms of Use and other agreements; or protect the rights, property, or safety of Epic Staff, our employees, our Users, or others.

Email Communications and Compliance with Anti-Spam Laws

Epic Staff currently uses (Twilio-Sendgrid) to manage our mailing list and to send out emails and surveys. Personal Information is transferred to the Email Providers in order for the mailing list to function properly. Your Personal Information is only used for the proper sending out of email; the Email Providers do not use this Personal Information for any other purpose, and will not transfer or sell your Personal Information to any other third party. For more information, please refer to (Twilio-Sendgrid)’s Privacy Policy. You may unsubscribe from receiving emails from us at any time by following the link at the bottom of any email sent to you.

Epic Staff’s practices in regards to its email are designed to be compliant with anti-spam laws, specifically the law unofficially called “CASL”, or *Canada’s Anti-Spam Law* (S.C. 2010, c. 23). If you believe you have received email in violation of this law, please contact us using the contact information further up in this Policy.

Verification, Correction and Deletion of Personal Information

You have the right to: (i) verify what Personal Information Epic Staff holds about you, including its accuracy and completeness; (ii) ask for your Personal Information to be corrected or updated; and (iii) to withdraw your consent to the use by Epic Staff of your Personal Information and have it deleted from our records. If you wish to inquire about and verify and/or correct Personal Information Epic Staff holds about you, or if you wish to have all your Personal Information permanently deleted from our records, please contact us using the contact information further up in this Policy. If you request deletion of your Personal Information, Epic Staff reserves the right to retain some of your Personal Information for a reasonable time in order to satisfy our legal obligations or under a legal procedure of any sort.

Tracking Technology (“Cookies”) and Related Technologies

Epic Staff uses tracking technology (“cookies” and related technology such as tags, pixels and web beacons) on the App and by using the App you agree to their use. Cookies are small text files placed on your hard drive or memory when you visit a website or use certain online services, in order to track use and to improve the user experience by storing certain data on your computer or Device. The App uses cookies, which improve your user experience by storing certain information from your current visit on your computer or Device. If you click on a link to a third-party website or service, a third party may also transmit cookies to you. This Privacy Policy does not cover the use of cookies by any third parties, and we are not responsible for their privacy policies and practices.

Your browser or Device can be set to refuse cookies or delete them after they have been stored. Please refer to your browser or Device’s help section for instructions. Please note that deleting or refusing these cookies may reduce your user experience by requiring you to re-enter certain information, including information required to use the App. Furthermore, as we use authentication cookies, deleting those cookies may prevent certain functions from working at all. Epic Staff and its representatives shall not be held responsible for any function that may not operate after you refuse or delete cookies, or any losses or damages arising from those functions not operating, or having reduced functionality.

Epic Staff may also collect information regarding the location of your Device when you access the App, unless you choose to disable location data through your Device settings. We may deliver information or content specific to your location to you via the App as a result of the location data we collect. If you disable the collection of geolocation information, the App may not function as intended. Additionally, the opt-out mechanism on some operating systems may not be persistent, which will require you to opt-out of such collection each time you access the App through your Device.

Risks Associated with the Internet and Wireless Data Transmission

Despite Epic Staff’s best efforts to ensure that third parties will not access or obtain your Personal Information through your use of the App, complete confidentiality and security cannot currently be guaranteed on the internet and/or where data is transferred via digital wireless technology of any type.

Communication via the internet is subject to interception, loss, or alteration. You acknowledge and agree that Epic Staff and its Representatives cannot be held responsible for damages resulting from the transmission of confidential information or Personal Information over the internet and that such communications are at your own risk.

Transfer of Personal Information Outside Your Home Jurisdiction

Users may access the App from any country in the world. Epic Staff and its third-party vendors, including service providers and hosting partners, are located in Canada and the United States. You acknowledge that Epic Staff and our third-party vendors may be located in jurisdictions or countries where the privacy laws may not be as protective as those in your home country, state, province or other governmental jurisdiction, and consent to the transfer of your Personal Information to such countries. Without limiting the generality of the foregoing, Users in the European Union acknowledge and agree that their Personal Information may be transferred to Canada and the United States, and consent to such transfer.

Limitation of Liability

Epic Staff, and/or its representatives, will not be held liable for any losses or damages (pecuniary or otherwise) resulting from the misuse of any information collected by any third party, or any misuse of any information collected through the App.

Compliance with Privacy Laws

This Policy and Epic Staff's practices in general are designed to be in compliance with Canada's *Personal Information Protection and Electronic Documents Act* ("PIPEDA", S.C. 2000, c. 5) and Quebec's *Act respecting the protection of personal information in the private sector* (R.S.Q. c. P-39.1). If you have any questions regarding this compliance, please contact us using the contact information further up in this Policy.