

## **Privacy Policy AGS GROUP INC.**

AGS GROUP INC. is committed to respecting and protecting your privacy and wants you to feel secure when visiting our Website and providing personal information to us. This Privacy Policy applies to AGS GROUP INC. and was created to inform you of the policies surrounding collection and use of your personal information. This Privacy Policy is based on the Federal Personal Information Protection and Electronic Documents Act (“*PIPEDA*”) and the Alberta Personal Information Protection act (the “*Act*”). This document applies to AGS GROUP INC. customers who are not corporate or commercial entities.

Unless otherwise agreed to in writing by AGS GROUP INC., by using this Website you are consenting to the terms and conditions set forth in this Privacy Policy, including without limitation, the collection, use and disclosure of your personal information by AGS GROUP INC. as outlined below. **IF YOU ARE NOT IN AGREEMENT WITH THE TERMS AND CONDITIONS OF THIS PRIVACY POLICY, DO NOT SUBMIT ANY OF YOUR PERSONAL INFORMATION.**

AGS GROUP INC. may update this Privacy Policy from time to time without notice to you, therefore it is your responsibility to periodically review this Website for the most current version. In the event this Privacy Policy is updated, your continued use of this Website and any subsequent submission of personal information by you will be deemed your conclusive acceptance of the updated Privacy Policy.

### **Accountability and Responsibility**

AGS GROUP INC. is accountable for the protection of all personal information under our control. The responsibility of ensuring compliance with policies and practices set forth in this Privacy Policy has been assigned to a “*Privacy Officer*”. All questions, access to personal information, and complaints may be directed as follows:

Privacy Officer  
AGS GROUP INC.  
4340 78 Ave  
Edmonton, Alberta  
T6B3J5

Tel: 780 466-5050  
Fax: 780 465-1177  
E-mail: [privacy@agsgroup.com](mailto:privacy@agsgroup.com)

In the event the Privacy Officer is unable to address your concerns, the issue may be escalated to the office of the CEO. At any point, you may also contact the Alberta Privacy Commissioner.

### **Electronic Personal Information**

AGS GROUP INC. takes all reasonable precautions to ensure that appropriate security measures are used when transferring personal information. We operate secure data networks protected by firewalls meeting industry standards and we use password protection systems to ensure personal information is kept safe from loss, unauthorized access, modification or disclosure. However, when using email or wireless communication, AGS GROUP INC. advises you that confidentiality and security over the Internet is not completely secure.

AGS GROUP INC. may use cookies to enable you to more easily sign in to our website. “Cookies” are small data files created by a web server that recognize repeat visitors to a website. Cookies cannot be used to run programs or deliver viruses to your computer.

AGS GROUP INC. may monitor Website usage and traffic patterns in order to optimize our Website design

and content.

AGS GROUP INC.'s website may contain links to third party sites and we recommend and encourage you to read the privacy policies posted on the third party sites. AGS GROUP INC. is not responsible for the privacy policies of any third party.

### **Identification and Collection of Personal Information**

AGS GROUP INC. will only collect personal information for the following reasons; to develop, manage and deliver our products and services to our customers; to contact our customers directly about products and services that may be of interest; to ensure high standards of service to customers; to contact customers with product and service updates, upgrades and enhancements; to meet regulatory requirements; or to verify a customer's identity.

AGS GROUP INC. will try to collect personal information directly from the individual concerned unless authorized by that individual to collect it from a third party or otherwise as permitted by law. We will only collect personal information through lawful methods and we will not collect information indiscriminately.

### **Consent**

AGS GROUP INC. will obtain your consent first before collection, use or disclosure of your personal information, except where detailed in this Privacy Policy. We will make reasonable efforts to ensure you understand how your personal information may be used or disclosed. Your consent may be provided to AGS GROUP INC. orally, in writing or electronically, either personally or through an authorized individual. You may withdraw or refuse to provide your consent to AGS GROUP INC. by giving reasonable notice. Any such withdrawal or refusal of consent may prevent AGS GROUP INC. from providing service to you.

### **Use, Disclosure and Retention**

AGS GROUP INC. will only use or disclose personal information for the purposes for which it was collected. In the event that your personal information is to be used or disclosed for another purpose, we will obtain your consent for that new purpose.

We may disclose your personal information without your consent under the following circumstances:

- a) To a public authority or agent of a public authority, if in our reasonable judgement, it appears that there is imminent danger to the life, health or security of an individual which could be avoided or minimized by disclosure of the information;
- b) When such use or disclosure is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- c) When such use or disclosure is required by or an anticipated breach of law;
- d) When it is reasonable to expect that the use or disclosure with the consent of the individual would compromise the availability or the accuracy of the personal information and the collection, use or disclosure is reasonable for an investigation or a proceeding; and
- e) When the information is publicly available.

AGS GROUP INC. will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or as required for legal or business purposes. Any personal information you provided to us shall be destroyed, deleted or made anonymous once your account has been inactive for two years.

### **Accuracy of Personal Information**

AGS GROUP INC. will make reasonable efforts to ensure that personal information in our control is

accurate, complete and current. At any time, an individual may request an update of their personal information.

### **Safeguarding Personal Information**

AGS GROUP INC. will ensure that all personal information under our control is properly safeguarded against unauthorized access, use, disclosure, duplication or modification. We use security safeguards that are appropriate to the sensitivity of the personal information, which may include physical security (in offices and data centers) and electronic security measures such as access control systems, passwords and encryption software. We will take appropriate security measures when disposing of any personal information.

### **Access to Personal Information**

You have the right to access your personal information. Upon written request (which could include fax or email) and with reasonable notice to AGS GROUP INC., you will be provided access to your personal information within thirty (30) days of such a request, and we will inform you about what personal information we have in our control, how it is used and list any individuals or organizations to whom your personal information has been disclosed (if applicable). In the event that AGS GROUP INC. cannot provide a copy of your personal information, you will be provided with a response in writing that documents the reason for refusal and relevant provision of the appropriate Act on which we rely and the remedies available to you.

If you request a change to your personal information, you will be required to provide personal information to identify yourself to AGS GROUP INC..