

PRIVACY POLICY FOR HWDSB Helps MOBILE APPLICATION

This privacy policy governs your use of the software application HWDSB Helps ("Application") for mobile devices that was created by Qtags Inc. The Application is designed to improve the service, safety, security and customer satisfaction of our client's guests, customers, patrons, staff and stakeholders through simple and improved access to communication, service and information channels.

What information does the Application obtain and how is it used?

User Provided Information

The Application obtains your phone number that is provided when you download and register the Application. Registration with us is optional. However you may not be able to use some of the features offered by the Application unless you register your phone. Registering your phone helps protect against spamming. Your phone number is not visible to the call centre and does not form part of the anonymous report being submitted.

When you register with us and use the Application you only provide your mobile number. The application does not require any further information.

We will never use the information you provided us to communicate with you without the expressed permission of the Hamilton Wentworth District School Board and we will never share your mobile number with any third party unless required to do so by court order.

Automatically Collected Information

In addition, the Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

Does the Application collect precise real time location information of the device?

When you visit the mobile application, we may use GPS technology (or other similar technology) to determine your current location in order to determine the city you are located within and display a location map with relevant information, and to share your location with an operator in the event you elect to use the text/chat service with a specific location/organization within the Application. We will not share your current location with any other users or partners. If you do not want us to use your location for the purposes set forth above, you should turn off the location services for the mobile application located in your account settings or in your mobile phone settings and/or within the mobile application.

Do third parties see and/or have access to information obtained by the Application?

Only aggregated, anonymized data may be periodically transmitted to external services to help us improve the Application and our service.

What are my opt-out rights?

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.

Data Retention Policy, Managing Your Information

We will retain User provided data for as long as you use the Application and for a reasonable time thereafter. We will retain Automatically Collected information for as long as the school board maintains use of the HWDSB Helps app and requires us to retain their data. Thereafter we may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the Application, please contact us at privacy@qtags.com and we will respond in a reasonable time. Please note that some or all of the User Provided Data may be required in order for the Application to function properly.

Security

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorized employees and contractors who need to know that information in order to operate, develop or improve our Application. Please be aware that, although we endeavor to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Changes

This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy at [http:// m.guestassistapp.com](http://m.guestassistapp.com) . You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in the United States. If you reside outside the United States your information will be transferred, processed and stored there under United States privacy standards.

Contact Us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at privacy@qtags.com.

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