

SOLACEAIR CANADA

Privacy Policy

A division of Dynamic Air Quality Solutions

Last updated: 2026

This Privacy Policy is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA), S.C. 2000, c. 5, and applicable provincial privacy legislation. It sets out how SolaceAir Canada (a division of Dynamic Air Quality Solutions) collects, uses, discloses, and protects personal information in the course of its commercial activities.

Introduction

This Privacy Policy describes our policies and procedures for the collection, use, and disclosure of your information when you use our Service, and explains your privacy rights and how the law protects you.

We use your personal information to provide and improve our Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

We are committed to protecting the privacy of our customers and website visitors in accordance with the 10 Fair Information Principles set out in PIPEDA.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Privacy Policy:

Account means a unique account created for you to access our Service or parts of our Service.

Company (referred to as either "the Company," "we," "us," or "our" in this Agreement) refers to Dynamic Air Quality Solutions, 137 Pick Road, Carleton Place, ON K7C 3P1, Canada.

Cookies are small files placed on your computer, mobile device, or any other device by a website, containing details of your browsing history on that website among many uses.

Country refers to Ontario, Canada.

Device means any device that can access the Service, such as a computer, a cellular phone, or a digital tablet.

Personal Information has the meaning given in PIPEDA: any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as

age, name, identification numbers, income, and opinions. (Note: PIPEDA uses the term "personal information," not "personal data.")

Privacy Officer means the individual designated by the Company to be accountable for compliance with PIPEDA and this Privacy Policy.

Service refers to the Website.

Service Provider means any natural or legal person who processes information on behalf of the Company. It refers to third-party companies or individuals engaged by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service, or to assist the Company in analysing how the Service is used.

Usage Data refers to data collected automatically, either generated through the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Website refers to SolaceAir Canada, accessible from <https://www.solaceair.ca>

You means the individual accessing or using the Service, or the company or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Accountability — Our Privacy Officer

In accordance with PIPEDA's Accountability Principle (Principle 1), the Company has designated a Privacy Officer who is responsible for our compliance with this Privacy Policy and with PIPEDA.

You may direct any privacy-related inquiries, requests for access to your personal information, or complaints to our Privacy Officer at:

Privacy Officer Dynamic Air Quality Solutions 137 Pick Road Carleton Place, ON K7C 3P1 Canada

Email: info@solaceair.ca

Telephone: 1-800-267-7425

If you are not satisfied with our response, you may file a complaint with the Office of the Privacy Commissioner of Canada (OPC) at www.priv.gc.ca or by calling 1-800-282-1376.

Collecting and Using Your Personal Information

In accordance with PIPEDA's Identifying Purposes Principle (Principle 2), we identify the purposes for which personal information is collected at or before the time of collection.

Types of Information Collected

Personal Information

While using our Service, we may ask you to provide certain personally identifiable information that can be used to contact or identify you. This may include, but is not limited to:

- Email address

- First name and last name
- Phone number
- Address, province, postal code, and city

Usage Data

Usage Data is collected automatically when using the Service. Usage Data may include information such as your device's Internet Protocol (IP) address, browser type, browser version, the pages of our Service 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 Service through a mobile device, we may collect certain information automatically, including the type of mobile device you use, your mobile device unique identifier, 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.

We may also collect information that your browser sends whenever you visit our Service or when you access the Service through a mobile device.

Tracking Technologies and Cookies

We use cookies and similar tracking technologies to track activity on our Service and to store certain information. Tracking technologies used include beacons, tags, and scripts to collect and track information and to improve and analyse our Service. The technologies we use may include:

- **Browser Cookies.** A cookie is a small file placed on your device. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some parts of our Service.
- **Web Beacons.** Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be persistent or session cookies. Persistent cookies remain on your personal computer or mobile device when you go offline, while session cookies are deleted as soon as you close your web browser.

We use both session and persistent cookies for the purposes set out below:

Necessary / Essential Cookies

Type: Session Cookies

Administered by: Us

Purpose: These cookies are essential to provide you with services available through the Website and to enable you to use some of its features. They help to authenticate users and prevent

fraudulent use of user accounts. Without these cookies, the services that you have requested cannot be provided, and we only use these cookies to provide you with those services.

Cookie Policy / Notice Acceptance Cookies

Type: Persistent Cookies

Administered by: Us

Purpose: These cookies identify whether users have accepted the use of cookies on the Website.

Functionality Cookies

Type: Persistent Cookies

Administered by: Us

Purpose: These cookies allow us to remember choices you make when you use the Website, such as remembering your login details or language preference. The purpose of these cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the Website.

Tracking and Performance Cookies

Type: Persistent Cookies

Administered by: Third Parties

Purpose: These cookies are used to track information about traffic to the Website and how users use the Website. The information gathered via these cookies may directly or indirectly identify you as an individual visitor. This is because the information collected is typically linked to a pseudonymous identifier associated with the device you use to access the Website. We may also use these cookies to evaluate new pages, features, or functionality of the Website to see how our users react to them.

Identifying Purposes — Use of Your Personal Information

In accordance with PIPEDA's Limiting Use, Disclosure, and Retention Principle (Principle 5), we will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

The Company may use personal information for the following purposes:

- **To provide and maintain our Service,** including to monitor the usage of our Service.
- **To manage your Account:** to manage your registration as a user of the Service. The personal information you provide can give you access to different functionalities of the Service that are available to you as a registered user.

- **For the performance of a contract:** the development, compliance, and undertaking of the purchase contract for the products, items, or services you have purchased or of any other contract with us through the Service.
- **To contact you:** to contact you by email, telephone, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications, regarding updates or informative communications related to the functionalities, products, or contracted services, including security updates, when necessary or reasonable for their implementation.
- **To provide you** with news, special offers, and general information about other goods, services, and events that we offer that are similar to those that you have already purchased or enquired about, unless you have opted out of receiving such information.
- **To manage your requests:** to attend to and manage your requests to us.
- **For business transfers:** we may use your information to evaluate or conduct a merger, divestiture, restructuring, reorganisation, 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 proceedings, in which personal information held by us about our Service users is among the assets transferred.
- **For other purposes:** we may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns, and evaluating and improving our Service, products, services, marketing, and your experience.

Disclosure of Your Personal Information

We may share your personal information in the following situations:

- **With Service Providers:** we may share your personal information with Service Providers to monitor and analyse the use of our Service and to contact you.
- **For business transfers:** we may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of our business to another company.
- **With affiliates:** we may share your information with our affiliates, in which case we will require those affiliates to honour this Privacy Policy. Affiliates include our parent company and any other subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.
- **With business partners:** we may share your information with our business partners to offer you certain products, services, or promotions.
- **With other users:** when you share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside the Service.
- **With your consent:** we may disclose your personal information for any other purpose with your consent.

Consent

In accordance with PIPEDA's Consent Principle (Principle 3), we will obtain your knowledge and consent for the collection, use, or disclosure of personal information, except where inappropriate or not required by law.

Consent may be express (for example, by checking a box or signing a form) or implied through your conduct. For sensitive personal information, or in circumstances where the potential harm of collection is significant, we will seek express consent.

You may withdraw your consent at any time by contacting our Privacy Officer, subject to legal or contractual restrictions. We will inform you of the implications of withdrawing consent.

You have the right to opt out of receiving marketing or promotional communications from us at any time by following the unsubscribe link in any email we send, or by contacting us directly.

Retention of Your Personal Information

In accordance with PIPEDA's Limiting Use, Disclosure, and Retention Principle (Principle 5), the Company will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy.

We will retain and use your personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except where it is used to strengthen the security or improve the functionality of our Service, or where we are legally obligated to retain it for longer periods.

When personal information is no longer required for the identified purposes, we will destroy, erase, or make anonymous such information using secure methods appropriate to the sensitivity of the information.

Transfer of Your Personal Information Outside Canada

Your information, including personal information, may be processed at the Company's operating offices and in any other places where the parties involved in the processing are located. This means that this information may be transferred to — and maintained on — computers located outside of your province, territory, or country where the data protection laws may differ from those in your jurisdiction.

In accordance with PIPEDA's Accountability Principle (Principle 1), the Company remains responsible for personal information transferred to third parties for processing, and we require such third parties to provide comparable levels of protection.

Where personal information is transferred to a jurisdiction outside Canada, we will take all reasonable steps to ensure that the recipient provides protection equivalent to PIPEDA, including through contractual arrangements. We will inform you of such transfers and the fact that your personal information may be subject to the laws of a foreign jurisdiction.

Security of Your Personal Information

In accordance with PIPEDA's Safeguards Principle (Principle 7), the Company uses appropriate technical, physical, and organisational safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification.

However, no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Mandatory Breach Notification

In accordance with sections 10.1 to 10.3 of PIPEDA (as amended by the Digital Privacy Act, S.C. 2015, c. 32), the Company will:

- Report to the Office of the Privacy Commissioner of Canada (OPC) any breach of security safeguards involving personal information under our control where it is reasonable in the circumstances to believe that the breach creates a real risk of significant harm to an individual;
- Notify affected individuals as soon as feasible after determining that a breach creating a real risk of significant harm has occurred, with sufficient information for them to understand the significance of the breach and take steps to reduce or mitigate any potential harm;
- Notify any other organisation, government institution, or part of a government institution if we believe it may be able to reduce the risk of harm or mitigate harm resulting from the breach; and
- Maintain a record of every breach of security safeguards, regardless of whether it creates a real risk of significant harm, for a minimum of 24 months, and make that record available to the OPC upon request.

Significant harm for the purposes of this section includes bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on credit records, and damage to or loss of property.

To report a potential security incident or breach to us, please contact our Privacy Officer at the address set out above or by emailing info@solaceair.ca.

Your Rights — Access, Correction, and Challenging Compliance

In accordance with PIPEDA's Individual Access Principle (Principle 9), you have the right to:

- **Access:** request access to personal information held by us about you, subject to limited exceptions under PIPEDA;
- **Correction:** request that we correct any personal information about you that is inaccurate or incomplete. We will correct or annotate the information as directed and transmit the amended information to third parties that have access to the relevant information, where appropriate;
- **Withdraw consent:** withdraw your consent to our collection, use, or disclosure of your personal information, subject to legal or contractual restrictions and reasonable notice; and
- **Challenge compliance:** challenge our compliance with PIPEDA by contacting our Privacy Officer. If you are not satisfied with our response, you may file a complaint with the OPC at www.priv.gc.ca.

To exercise any of these rights, please submit a written request to our Privacy Officer. We will respond within 30 days and will not charge a fee, unless the request requires a substantial amount of effort, in which case we will notify you before proceeding.

Children's Privacy

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. If we become aware that we have collected personal information from anyone under the age of 13 without verification of parental consent, we will take steps to remove that information from our servers.

Where we need to rely on consent as a legal basis for processing your information and your province requires consent from a parent or guardian, we may require parental consent before we collect and use that information.

Detailed Information on the Processing of Your Personal Information

Service Providers — Analytics

The Service Providers we use may have access to your personal information. These third-party vendors collect, store, use, process, and transfer information about your activity on our Service in accordance with their privacy policies.

We may use third-party Service Providers to monitor and analyse the use of our Service.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the advertisements of its own advertising network.

You can opt out of having your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visit activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy>

Email Marketing

We may use your personal information to contact you with newsletters, marketing, or promotional materials and other information that may be of interest to you. You may opt out of receiving any or all of these communications from us by following the unsubscribe link or instructions provided in any email we send, or by contacting us directly.

We may use Email Marketing Service Providers to manage and send emails to you.

Links to Other Websites

Our Service may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party sites or services.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any material changes by posting the new Privacy Policy on this page and updating the 'Last updated' date at the top of this Privacy Policy.

We will let you know via email and/or a prominent notice on our Service prior to any material change becoming effective.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us and How to File a Complaint

If you have any questions about this Privacy Policy or our privacy practices, or if you wish to access or correct your personal information, please contact our Privacy Officer:

Privacy Officer — SolaceAir Canada (Dynamic Air Quality Solutions)

137 Pick Road Carleton Place, ON K7C 3P1 Canada

Email: info@solaceair.ca

Telephone: 1-800-267-7425

If you are not satisfied with our response to a privacy complaint, you have the right to contact the Office of the Privacy Commissioner of Canada (OPC):

Office of the Privacy Commissioner of Canada

30 Victoria Street Gatineau, QC K1A 1H3 Toll-free: 1-800-282-1376 Website: www.priv.gc.ca

Legal Disclaimer: This Privacy Policy is provided for general informational purposes and reflects our good-faith effort to comply with PIPEDA and applicable Canadian privacy legislation. It does not constitute legal advice. We recommend that you consult qualified legal counsel to confirm that your privacy practices meet all applicable requirements.