

PRIVACY POLICY

[TiketFix]

Last updated [September 9, 2019]

PLEASE READ CAREFULLY

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in the Privacy Act and the Personal Information Protection and Electronic Documents act, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our Mobile Application.

What personal information do we collect from the people that use our Mobile Application?

When ordering or registering on our app, as appropriate, you may be asked to enter your name, email address, mailing address, credit card information or other details to help you with your experience. The same information will be required when you dispute a parking or traffic ticket.

When do we collect information?

We collect information from you when you place an order, fill out a form, open a support ticket or when you provide us with feedback on our products and services.

How do we use your information?

We may use the information we collect from you when you register, make a purchase, respond to a survey or marketing communication, surf the app, or use certain other app features in the following ways:

- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To improve our app in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To administer a contest, promotion, survey or other app feature.
- To quickly process your transactions.
- To ask for ratings and reviews of services or products
- To follow up with them after correspondence (live chat, email or phone inquiries)

How do we protect your information?

We do not store your information so there will never be any security issues. We update and check our app on a regular basis for locating any vulnerability and fix all security issues. When a dispute is submitted using TiketFix all the information is forwarded to either directly the Municipality that the ticket was received in or to our partnered traffic law firm. All personal information is secured and is not shared with any third party. We only use your information to dispute your violation.

We do not use an SSL certificate

- We do not need an SSL because:

Our product is an app and we do not store personal information or credit card information on a database or server. All the personal information that we collect is for a one-time transaction process.

Do we use 'cookies'?

We do not use cookies for tracking purposes. The user can disable the location services through their settings.

Do we disclose the information we collect to Third Parties?

We may sell, trade, or otherwise transfer to outside parties your name, address, city, town, any form or online contact identifier email, name of chat account etc.

Third-party links

Occasionally, at our discretion, we may include or offer third-party products or services on our app. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Google

Google's Advertising Principles can sum up Google's advertising requirements. They are put in place to provide a positive experience for users.

<https://support.google.com/adwordspolicy/answer/1316548?hl=en>

We may use Google Advertising on our app.

Google, as a third-party vendor, may use cookies to serve ads on our app. Google's use of the DART cookie enables it to serve ads to our users, based on previous visits to our app and other sites on the Internet. Users may opt-out of the use of the DART cookie by visiting the Google Ad and Content Network privacy policy.

We have implemented the following:

- Remarketing with Google AdSense
- Google Display Network Impression Reporting
- Demographics and Interests Reporting
- DoubleClick Platform Integration

We, along with third-party vendors such as Google use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together to compile data regarding user interactions with ad impressions and other ad service functions as they relate to our app.

Does our site allow third-party behavioural tracking?

It's also important to note that we allow third-party behavioural tracking

Privacy and Kids

When it comes to the collection of personal information from children under the age of 13 years old; the Office of the Privacy Commissioner of Canada (OPC) puts parents in control. The OPC takes the position that consent for the collection; use and disclosure of the personal information of children under the age of 13 must be obtained from their parents or guardians.

We do not specifically market to anyone under the age of 18 years old.

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the Canada and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

We will notify you via email or send you an alert on your app. As practically possible on the mobile application

We also agree to the Individual Redress Principle, which requires that individuals have the right to legally pursue enforceable rights against data collectors, and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

Anti-Spam Legislation

The Anti-Spam Legislation is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

We collect your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions.
- Process orders and to send information and updates pertaining to orders.
- Send you additional information related to your product and/or service.
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred.

To be in accordance with Anti-Spam Legislation, we agree to the following:

- Not use false or misleading subjects or email addresses.
- Identify the message as an advertisement in some reasonable way.
- Include the physical address of our business or site headquarters.
- Honour opt-out/unsubscribe requests quickly.
- Allow users to unsubscribe by using the link at the bottom of each email.

If at any time you would like to unsubscribe from receiving future emails, you can email us at:

- info@TiketFix.com
- Follow the instructions at the bottom of each email and we will promptly remove you from ALL correspondence.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the information below.

TiketFix

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