

PRIVACY POLICY

Effective date: 1st day of January, 2021

<https://www.cciglobaltechnologies.com> (the "Site") is owned and operated by CCI Global Technologies. CCI Global Technologies is the data controller and can be contacted at:

- 877.615.7531
- privacy@claimscorpinc.com
- 2820 King St E, Hamilton, ON L8G 1J5

Purpose

The purpose of this privacy policy (this "Privacy Policy") is to inform users of our Site of the following:

1. The personal data we will collect;
2. Use of collected data;
3. Who has access to the data collected;
4. The rights of Site users; and
5. The Site's cookie policy.

This Privacy Policy applies in addition to the terms and conditions of our Site.

GDPR

For users in the European Union, we adhere to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, known as the General Data Protection Regulation (the "GDPR"). For users in the United Kingdom, we adhere to the GDPR as enshrined in the Data Protection Act 2018.

Consent

By using our Site users agree that they consent to:

1. The conditions set out in this Privacy Policy.

Legal Basis for Processing

We collect and process personal data about users in the EU only when we have a legal basis for doing so under Article 6 of the GDPR.

We rely on the following legal basis to collect and process the personal data of users in the EU:

1. Processing of user personal data is necessary for us to take, at the request of a user, steps before entering a contract or for the performance of a contract to which a user is a party.

How We Use Personal Data

Data collected on our Site will only be used for the purposes specified in this Privacy Policy or indicated on the relevant pages of our Site. We will not use your data beyond what we disclose in this Privacy Policy.

Who We Share Personal Data With

Employees

We may disclose user data to any member of our organization who reasonably needs access to user data to achieve the purposes set out in this Privacy Policy.

Other Disclosures

We will not sell or share your data with other third parties, except in the following cases:

1. If the law requires it;
2. If it is required for any legal proceeding;
3. To prove or protect our legal rights; and
4. To buyers or potential buyers of this company in the event that we seek to sell the company.

If you follow hyperlinks from our Site to another Site, please note that we are not responsible for and have no control over their privacy policies and practices.

How Long We Store Personal Data

User data will be stored until the purpose the data was collected for has been achieved.

You will be notified if your data is kept for longer than this period.

How We Protect Your Personal Data

We have implemented SOC2 related controls.

While we take all reasonable precautions to ensure that user data is secure and that users are protected, there always remains the risk of harm. The Internet as a whole can be insecure at times and therefore, we are unable to guarantee the security of user data beyond what is reasonably practical.

International Data Transfers

We transfer user personal data to the following countries:

1. Canada
2. United States of America

When we transfer user personal data, we will protect that data as described in this Privacy Policy and comply with applicable legal requirements for transferring personal data internationally. If you are located in the United Kingdom or the European Union, we will only transfer your personal data if:

1. The country your personal data is being transferred to has been deemed to have adequate data protection by the European Commission or, if you are in the United Kingdom, by the United Kingdom adequacy regulations; or
2. We have implemented appropriate safeguards in respect of the transfer. For example, the recipient is a party to binding corporate rules, or we have entered into standard EU or United Kingdom data protection contractual clauses with the recipient.

Your Rights as a User

Under the GDPR, you have the following rights:

1. Right to be informed;
2. Right of access;
3. Right to rectification;
4. Right to erasure;
5. Right to restrict processing;
6. Right to data portability; and
7. Right to object.

Children

We do not knowingly collect or use personal data from children under 16 years of age. If we learn that we have collected personal data from a child under 16 years of age, the personal data will be deleted as soon as possible. If a child under 16 years of age has provided us with personal data their parent or guardian may contact our data protection officer.

How to Access, Modify, Delete, or Challenge the Data Collected

If you would like to know if we have collected your personal data, how we have used your personal data, if we have disclosed your personal data and to who we disclosed your personal data, if you would like your data to be deleted or modified in any way, or if you would like to exercise any of your other rights under the GDPR, please contact our data protection officer here:

Steve E. Driz
privacy@claimscorpinc.com
(416) 888-7255
2820 King St E, Hamilton, ON L8G 1J5

Do Not Track Notice

Do Not Track ("DNT") is a privacy preference that you can set in certain web browsers. We do not track the users of our Site over time and across third party websites and therefore do not respond to browser-initiated DNT signals.

Cookie Policy

A cookie is a small file, stored on a user's hard drive by a website. Its purpose is to collect data relating to the user's browsing habits. You can choose to be notified each time a cookie is transmitted. You can also choose to disable cookies entirely in your internet browser, but this may decrease the quality of your user experience.

We use the following types of cookies on our Site:

1. Functional cookies

Functional cookies are used to remember the selections you make on our Site so that your selections are saved for your next visits; and

2. Analytical cookies

Analytical cookies allow us to improve the design and functionality of our Site by collecting data on how you access our Site, for example data on the content you access, how long you stay on our Site, etc.

Modifications

This Privacy Policy may be amended from time to time in order to maintain compliance with the law and to reflect any changes to our data collection process. When we amend this Privacy Policy we will update the "Effective Date" at the top of this Privacy Policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users by email of changes to this Privacy Policy.

Complaints

If you have any complaints about how we process your personal data, please contact us through the contact methods listed in the Contact Information section so that we can, where possible, resolve the issue. If you feel we have not addressed your concern in a satisfactory manner you may contact a supervisory authority. You also have the right to directly make a complaint to a supervisory authority. You can lodge a complaint with a supervisory authority by contacting the

Contact Information

If you have any questions, concerns or complaints, you can contact our data protection officer, Steve E. Driz, at:

- privacy@claimscorpinc.com
- (416) 888-7255
- 2820 King St E, Hamilton, ON L8G 1J5

California Consumer Privacy Act Privacy Notice

Website: <https://www.cciglobaltechnologies.com>

This Privacy Notice supplements the <https://www.cciglobaltechnologies.com> Privacy Policy and applies solely to California consumers who visit <https://www.cciglobaltechnologies.com>. Any terms defined in the California Consumer Privacy Act of 2018 ("CCPA") have the same meaning when used in this Privacy Notice.

Information We Collect

We have collected the following categories of personal information about consumers in the past twelve (12) months:

1. Identifiers such as a real name, alias, postal address, online identifier, internet protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers;
2. Categories of personal information described in California customer records law (Cal. Civ. Code § 1798.80(e)) such as name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information; and
3. Characteristics of protected classifications under California or federal law, such as sex, race, age, disability, national origin, or religion.

Sources of Information

We collect the categories of personal information listed above from the following categories of sources:

1. CCI Software.

Use of Personal Information

We may use or disclose personal information for one or more of the following business purposes:

1. Motor vehicle repair data analytics in rare cases, where applicable.

Sharing Personal Information

We have not disclosed consumer personal information in the past twelve (12) months, except for collision repair performance surveys.

Sale of Personal Information

We have not sold consumer personal information in the past twelve (12) months.

Your Rights and Choices

The CCPA provides California residents with specific rights regarding their personal information. This section describes your CCPA rights and explains how you can exercise those rights.

Access to Specific Information and Data Portability Rights

You have the right to request that <https://www.cdiglobaltechnologies.com> disclose to you certain information about our collection and use of your personal information in the past 12 months. Once we receive and confirm your verifiable consumer request (see the Exercising Your Access and Deletion Rights section below), we will disclose to you:

1. The categories of personal information we collected about you;
2. The categories of sources from which we collected personal information about you;
3. Our business or commercial purpose for collecting or selling personal information;
4. The categories of third parties with whom we share personal information; and
5. The specific pieces of personal information we have collected about you (also called a data portability request).

Deletion Request Rights

You have the right to request that we delete any of your personal information that we collected and retained, subject to certain exceptions. Once we have received and confirmed your verifiable consumer request, we will delete, and direct any of our service providers to delete, your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service providers to:

1. Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing Website Privacy Policy Page 8 of 11 business relationship with you, or otherwise perform our contract with you;
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities;
3. Debug products to identify and repair errors that impair existing intended functionality;
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law;
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 seq.);
6. Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when deletion of the information is likely to render impossible or seriously impair the research's achievement, if you previously provided informed consent;
7. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us;
8. Comply with a legal obligation; or

9. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Exercising Your Access and Deletion Rights

To exercise your access and deletion rights described above, please submit a verifiable consumer request to us at privacy@claimscorpinc.com.

You may only make a verifiable consumer request for access twice within a 12-month period. The verifiable consumer request must:

1. Provide enough information for us to reasonably verify you are the person about whom we collected personal information or an authorized representative; and
2. Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. You are not required to make an account with us to make a verifiable consumer request. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

Response Timing and Format

We endeavour to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. We will deliver our written response electronically or by mail, at your option.

Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Non-Discrimination

You have the right to not be discriminated against in pricing and services because you exercise any of your CCPA rights. Unless permitted by the CCPA, we will not use whether or not you have exercised your CCPA rights to:

1. Deny you goods or services;
2. Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties;
3. Provide you a different level or quality of goods or services; or

4. Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

Changes To This Privacy Notice

We may amend this Privacy Notice from time to time to maintain compliance with the law and to reflect any changes to our data collection process. We recommend you check this Privacy Notice from time to time to ensure you are aware of any changes. If necessary, we may notify you by email of Website changes to this Privacy Notice.

Contact Information

If you have any questions or concerns, you can contact us at:

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877.615.7531
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