

# Privacy Statement |

## Tenzing Everest Cloud

Tenzing Managed IT Services (“Tenzing”) takes steps to ensure it meets privacy principles and requirements with respect to personal information under applicable Canadian privacy legislation. The purpose of this statement is to inform our customers and other individuals we deal with (“you” or “your”) how we collect, use, disclose and protect your personal information. Personal information is information about an identifiable individual, as more particularly described under applicable privacy legislation. This statement applies to our collection, use and disclosure of personal information in Canada.

### Personal Information We Collect

Tenzing and its agents and representatives collect personal information in a number of circumstances in the course of providing web hosting services to customers. Personal information we collect may include:

- Contact Information: Name, address, telephone number, email address and other contact information;
- Financial Information: Credit card numbers, bank name, billing address, transaction and purchase history with Tenzing Managed IT Services;
- Usage Information and History: Tenzing Managed IT Services usernames and passwords, ip address, support ticket history, visit history to [newweb-admin.tenzing.com](http://newweb-admin.tenzing.com) and related websites;
- Such other information we may collect with consent or as permitted or required by law.

# Use of Personal Information

Tenzing generally uses personal information for the following purposes:

- Billing purposes, including managing, administering, collecting or otherwise enforcing accounts;
- General administrative purposes and to ensure compliance with legal, regulatory, insurance, security and processing requirements;
- Customer relations purposes, we may contact customers to ensure their satisfaction with our services; and
- Otherwise with consent or as permitted or required by law.

## Disclosure of Your Personal Information

Tenzing discloses personal information only as necessary to meet legal, regulatory, insurance, audit, processing and security requirements, with your consent, or as permitted or required by law.

In addition to the above, personal information may be disclosed to our affiliates for internal audit, management, billing or administrative purposes.

In no event will Tenzing disclose any personal information about any customer to any third party without the customer's express written consent.

Tenzing Managed IT Services has taken security measures to ensure customer information is protected against loss, alteration or misuse. These measures include strong database encryption and secure protocols, such as SSL, when transmitting private information over the Internet.

Service Providers. Personal information, NOT including financial information, may also be transferred to third party agents or service providers we engage to provide technical support on our behalf, some of which may be located

outside of Canada. We take reasonable measures to ensure that your personal information that may be collected, used, disclosed or otherwise processed by these service providers on our behalf is protected and not used or disclosed for purposes other than as directed by Tenzing, subject to legal requirements in foreign jurisdictions applicable to those organizations, for example lawful requirements to disclose personal information to government authorities in those countries.

Business Transactions. Personal information may be used by Tenzing and disclosed to parties connected with the contemplated or actual financing, securitization, insuring, sale, assignment or other disposal of all or part of Tenzing or our business or assets, for the purposes of evaluating and/or performing the proposed transaction. These purposes may include:

- Permitting those parties to determine whether to proceed or continue with the transaction
- Fulfilling reporting, inspection or audit requirements or obligations to those parties
- Permitting the use and disclosure of your personal information by those parties (for example, assignees) for substantially the same purposes as described in this privacy statement.

## Our Website/The Internet

Customer IDs and Passwords. Customer identification numbers and passwords issued by Tenzing are the responsibility of the customer to keep safe and confidential. Customers must ensure that only authorized personnel access their accounts. If for any reason you are concerned about this, please contact us at [abuse@tenzing.com](mailto:abuse@tenzing.com).

Site Visitors. Tenzing collects information about visitors to its web sites such as: length of visit, the pages visited and the referrer. We may be using Google remarketing campaigns at any given point in time. With remarketing

third-party vendors (including Google) will show ads on various sites to visitors that previously visited Tenzing.com and tracking is accomplished via cookies. Note that you can opt out of Google's use of cookies by visiting [Google's Ads Settings](#).

## Your Consent

Consent to the collection, use and disclosure of personal information may be given in various ways. Consent can be express (for example, orally, electronically or on a form you may sign describing the intended uses and disclosures of personal information) or implied (for example, when you provide information necessary for a service you have requested). You may provide your consent in some circumstances where notice has been provided to you about our intentions with respect to your personal information and you have not withdrawn your consent for an identified purpose, such as by using an "opt out" option provided, if any. Consent may be given by your authorized representative (such as a legal guardian or a person having a power of attorney). Generally, by providing us with personal information, we will assume that you consent to our collection, use and disclosure of such information for the purposes identified or described in this privacy statement, if applicable, or otherwise at the time of collection. You may withdraw your consent to our collection, use and disclosure of personal information at any time, subject to contractual and legal restrictions and reasonable notice. Note that if you withdraw your consent to certain uses of your personal information, we may no longer be able to provide certain of our products or services.

Tenzing collects, uses and discloses your personal information with your consent, except as permitted or required by law. We may be required or permitted under statute or regulation to collect, use or disclose personal information without your consent, for example to comply with a court order,

to comply with local or federal regulations or a legally permitted inquiry by a government agency, or to collect a debt owed to us.

## Security

We protect your personal information using physical, electronic or procedural security measures appropriate to the sensitivity of the information in our custody or control, which may include safeguards to protect against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. Authorized employees and agents of Tenzing who require access to your personal information in order to fulfill their job requirements will have access to your personal information.

## Access, Correction and Contacting Us

Tenzing may establish and maintain a file of your personal information for the purposes described above, which will be accessible at Landmark Technology Center – Building III, Suite #620 – 1632 Dickson Avenue, Kelowna, BC, V1Y 7T2. If you wish to request access or correction of your personal information in our custody or control, you may write to the above address, attention Customer Service. Your right to access or correct your personal information is subject to applicable legal restrictions. If you wish to make inquiries or complaints or have other concerns about our personal information practices, you may write to us as described above, e-mail us at [mgmt@tenzing.com](mailto:mgmt@tenzing.com) or telephone us at 1 877 767 5577.

## Privacy Statement Changes

This privacy statement may be revised from time to time. If we intend to use or disclose personal information for purposes materially different than those described in this statement, we will make reasonable efforts to notify affected individuals in advance, if necessary. If you are concerned about how your

personal information is used, you should contact us as described above or check back at our website periodically to obtain a current copy of this statement. This privacy statement is effective as of January 1st, 2005.