

Syntexa Inc. Privacy Policy

About Your Privacy

Title: Doc 25005 Rev00 Syntexa Inc. Privacy Policy

Date: January 15, 2025

Syntexa Inc. (“Syntexa,” “we,” or “our”) is committed to protecting and appropriately handling your personal information. This Privacy Policy explains how we collect, use, and share your personal information when you visit our website or use our software services.

The definition of **personal information** may vary depending on applicable law. For example, in Europe, it includes all information that directly or indirectly identifies you, including “personal data” under the **GDPR**. Where applicable, this Privacy Policy explains your rights and how you can exercise them.

We may update this Privacy Policy from time to time, and we encourage you to review it periodically.

1. Using Our Website and Services

Please also review our **Terms of Service** (Doc 2600) to understand the rules for using our website and software.

Doc 25005 Rev00 has been reviewed and approved by Chad Nedin, VP of Operations.
Effective Date: 15-Jan-2025 (CCN-25001).

2. How We Use Your Personal Information

We collect and use your personal information to provide, maintain, and improve our services, communicate with you, and comply with legal obligations.

Purpose	Types of Personal Information	Legal Basis	Details / Legitimate Interest
To provide software subscription services	Identity data, contact details, financial data	Consent or contractual necessity	To deliver the software you requested
To communicate with you (support, updates, non-marketing emails)	Identity data, contact details	Legitimate interest	To ensure smooth service and support
For marketing purposes (email or other media)	Identity data, contact preferences	Consent or legitimate interest	To inform you about Syntexa offerings and updates
To maintain, secure, and improve software	System data, usage data, audit logs	Legitimate interest	To monitor performance, troubleshoot, and enhance our services
To respond to complaints and legal obligations	Identity and contact data, relevant transaction or support data	Legal obligation	To comply with applicable laws and regulations

3. How We Collect Personal Information

We may collect information about you through:

- **Direct interactions:** when you subscribe, contact us, or engage with Syntexa services.
- **Automated technologies:** cookies, analytics, or similar technologies to track website or software usage.

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- **Referrals:** when your contact information is shared by a third party who believes you may be interested in our services.

4. Types of Personal Information We Collect

- Contact details (name, email, address, phone number)
- Financial and payment information
- Account and transaction history
- Identity and company information
- Location data (IP address, device information)
- Marketing preferences
- Requests and communication preferences
- System and usage data

5. How We Share Personal Information

We do **not sell or share personal information** for marketing purposes. Personal information may be shared with:

- Syntexa subsidiaries or affiliates
- Regulatory authorities, if legally required
- Third-party service providers, including:
 - Cloud and hosting services
 - Payment processors
 - Email and marketing service providers

All third-party providers must follow our instructions and protect your information according to applicable laws.

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6. Your Rights

Depending on your location, you may have the right to:

- **Access and update** your personal information
- **Request deletion** of personal information (subject to legal obligations)
- **Restrict processing** under certain conditions
- **Object to automated decision-making** where it affects your rights
- **Data portability** to transfer information in a structured, machine-readable format
- **Withdraw consent** at any time for consent-based processing
- **File a complaint** with a relevant data protection authority

Requests can be submitted via info@syntexa.com. Syntexa will respond within **30 days** of a valid request.

7. International Transfers

Syntexa may transfer personal information across borders, including outside Canada, the USA, or the EEA. We ensure transfers comply with applicable laws and implement safeguards, such as **standard contractual clauses**, to protect your information.

8. Security Measures

Syntexa implements technical, administrative, and physical measures to protect personal information, including:

- Firewalls and access controls
- SSL encryption for sensitive communications
- Regular backups and disaster recovery procedures

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- Antivirus and malware protection
- Secure payment processing via PCI-compliant providers

Despite these measures, absolute security cannot be guaranteed.

9. Cookies and Tracking

We use cookies and similar technologies to improve your experience, track website activity, and remember preferences. Cookies **do not contain personal information** unless you provide it. Most browsers allow you to block or delete cookies, but some features may not function properly if cookies are disabled.

10. Data Retention

We retain your personal information only as long as necessary to provide services, meet legal obligations, resolve disputes, or enforce agreements.

11. Third-Party Links

Our website may contain links to third-party websites. We are **not responsible** for their privacy practices. Please review the privacy policies of those sites directly.

12. Contact Information

If you have questions about this Privacy Policy or our data practices, contact us:

Email: info@syntexa.com

Mailing Address: Syntexa Inc., 151 Bentley Street, Unit 5, Markham, Ontario, Canada, L3R 3X9

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