

# Day & Ross Inc. – Website Privacy Policy

This website is owned and operated by, or on behalf of, Day & Ross Inc. (“Day & Ross”). We have developed this Privacy Policy to let you know in general terms about Day & Ross’ personal information management practices, including what personal information we collect, how it is used and to whom it might be disclosed. For example, you may directly provide personal information through our website in order to use our transportation products, applications and services, and related resources (collectively, our “Services”). We may update the Policy from time to time, so please review it occasionally.

Day & Ross recognizes its obligation to its customers, community and online visitors to adhere to the highest standards of decency, fairness and integrity in all its operations. Likewise, Day & Ross is dedicated to the fundamentals of protecting consumer privacy on the internet. We support active self-regulation and adherence to recognized best practices where regulations do not exist and to compliance with personal information protection legislation where such legislation exists.

## Information We Collect

### 1. Personal Information

Except where we expressly tell you otherwise, we do not collect personally identifiable information from individuals unless they provide it to us with their consent, express or implied. Browsing our websites does not require the visitor to provide any personal information. However, in order to participate in some of the Services that are offered by Day & Ross, you may have to provide personal information. Whenever such Services are being used, it will be apparent what information is being collected, how it will be used, and to whom it might be disclosed. We will not collect any more personal information than is reasonably necessary to provide the Services.

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.

### 2. Non-Personal Information:

Day & Ross may use "cookie" technology to obtain non-personal information from its online visitors. Cookies are information files that your web browser places on your computer when you visit a website. Most browsers accept cookies automatically but can be configured not to accept them or to indicate when a cookie is being sent. We do not extract personal information in this process nor do we provide this information to third parties. We also do not contact you. Cookies allow us to customize your user interface to speed up the navigation process and to

make the site experience more efficient. If your browser is configured to reject cookies, you will not be able to use some of the features of the Day & Ross websites.

We may use a temporary session cookie that is deleted when you exit your browser. Another type of cookie can be stored on your computer by your browser. When you log in, this type of cookie tells us whether you have visited us before or are a new visitor. We use the cookie to help us identify site features in which you have the greatest interest, so that we can provide more of what you may want.

### **3. Business Contact Information**

Business contact information means any information that is used for the purpose of communicating or facilitating communication with an individual in relation to their employment, business or profession such as the individual's name, title, and work contact information. Business contact information is not protected in the same way as personal information. While Day & Ross is dedicated to protecting the privacy of all of its website visitors and takes reasonable steps to provide secure programs for consumers and customers, please be advised that certain business contact information may be subject to disclosure.

If you have any concerns about the disclosure of any information, you can call or email us by clicking on the hyperlink "Contact Us" located on each page of Day & Ross' websites to access our contact information.

### **What We Do With the Information We Collect**

If you provide us with personal information (e.g. through any of our online programs or in an e-mail sent to us or in connection with certain Services, etc.), we may use your personal information as follows:

1. To provide the Services you request – this may include responding to your inquiries, processing shipments or billing, or otherwise facilitating the Services.
2. To respond to communications sent to Day & Ross or posted on the website.
3. To contact you from time to time, where you have specifically consented to follow-up contacts by Day & Ross or its related companies or to be put on a mailing list.
4. For such other purposes that you may request or consent to from time to time.
5. To maintain our business records, which includes legal, security, regulatory, audit, risk-management and quality assurance purposes.
6. For such other uses authorized by law.

Whenever you provide personal information to us after we have advised why your personal information is being requested, how it is to be used and with whom it is to be disclosed, your consent to such collection, use and disclosure is implied by your voluntarily providing such personal information. From time to time we may ask you to be more explicit about your consent.

If you provide us with information about another person, you are responsible for obtaining that person's consent to the collection, use and disclosure of that person's personal information in accordance with this Privacy Policy and specifically for the purpose for which you have provided it to us. If you use a feature of a website that enables you to send information to another person via e-mail, that e-mail message will be considered to be sent by you (and not Day & Ross) to that person. We will only use that other person's personal information to manage the particular service, including detecting and addressing abuse.

## **Disclosure of Your Personal Information**

Except as described in this section, we do not share the information you give us with anyone outside of Day & Ross and its related companies, except with third-party service providers of Day & Ross who have agreed not to use your personal information except for specific purposes, as directed by Day & Ross, and except as may be required by law.

There may be features of the websites, now or in the future, where visitors can comment publicly on materials made available by Day & Ross or may upload content that will be visible by the general public. When this is the case, we will let you know that information will be publicly visible and doing so will be optional.

In the event that Day & Ross proposes to enter into a business transaction (such as the sale of a division of Day & Ross or one of its related companies, a financing, securitization, sale of assets or the like), Day & Ross may disclose personal information that is reasonably necessary for the evaluation of such a transaction. Day & Ross would require that any recipient of such personal information be bound to keep it confidential and to only use it for the purposes of evaluating the transaction. If the transaction is not completed, the other party would be required to return or destroy it. If the transaction is completed, Day & Ross would transfer the personal information that is reasonably necessary for the fulfillment of the transaction and would require that the recipient of such information only use the personal information for the purposes for which it was originally collected and in accordance with this Policy.

Day & Ross may disclose your personal information as reasonably necessary to carry out the purposes described in the section entitled "What We Do With the Information We Collect," including meeting legal, regulatory, industry self-regulatory, insurance, audit and security requirements.

Day & Ross operates throughout Canada, the United States and Mexico and personal information may be stored and processed by it or its service providers in multiple jurisdictions.

## **Personal Information of Minor Children**

We do not knowingly collect personal information from children under the age of majority without the consent of a parent or guardian. If you are under the age of majority, please do not submit any personal information to us and rely on a parent or guardian to assist you.

## **Links**

Day & Ross websites may contain links to other websites or programs. We try to only link to websites or programs that share our high standards of decency, fairness and integrity. We try to make sure that these links are safe for everyone, but the privacy and data collection practices on any linked websites or programs are entirely separate from Day & Ross and are not covered by this Privacy Policy. Other websites may also link to Day & Ross websites without Day & Ross' knowledge or consent. Day & Ross does not necessarily endorse any outside websites and Day & Ross has no responsibility for the content, policies, or actions of these websites or programs.

## **Online Security**

Day & Ross has taken steps to make all information received from our online visitors and customers secure against unauthorized access and use. Personal information provided by visitors and customers is kept in Day & Ross' secure database. All information received from our customers is protected by our security measures, which are periodically reviewed. You should keep in mind, however, that no data transmission over the Internet is 100 per cent secure and any information disclosed online can potentially be intercepted and used by parties other than the intended recipient.

## **Changes and Updates to the Privacy Policy**

Day & Ross website content and features may be updated, revised, modified and supplemented from time to time. Day & Ross reserves the right to change information, features, products, policies, promotions, disclosures and disclaimers at any time. Changes to this Privacy Policy will be posted on our websites. Please check the Policy periodically for changes. At the top of the Policy, we indicate the date of an update to the Privacy Policy. The continued use of the Day & Ross websites following the posting of changes to this Privacy Policy will mean you accept those changes.

## **Changes and Access to Personal Information**

Individuals who provide information to Day & Ross can correct, update and delete personal information from our database at any time by sending an e-mail to Day & Ross by clicking on the hyperlink "Contact Us" located on each page of Day & Ross websites. Your request will be routed to the appropriate person at Day & Ross, who may contact you to answer your query or to seek further information about your request.

You can change your consent that has been previously given. We note, for your information, that changing your consent to the collection, use and disclosure of personal information may affect your ability to participate in certain activities offered by Day & Ross or limit our ability to communicate with you.