



HARVES TECHNOLOGY NORTH AMERICA

Privacy Policy

Effective Date: September 2026 | Version 1.0

1. Introduction

Harves Technology North America (“Harves NA,” “we,” “us,” or “our”) is committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website harvestechnology.ca, place an order, or communicate with us. We comply with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy legislation, including Alberta's Personal Information Protection Act (PIPA) and Quebec's Act Respecting the Protection of Personal Information in the Private Sector (Quebec Privacy Act).

2. Our Commitment: Your Data Is Never Sold

We do not sell, rent, trade, or otherwise disclose your personal information to third-party marketing companies, advertising networks, data brokers, or any other third party for their commercial purposes. This commitment is unconditional and applies to all personal information we collect, regardless of the method of collection.

Your information is used solely for the purposes described in this policy — to process your orders, provide customer service, and improve our products and services. We will never monetize your data.

3. Information We Collect

3.1 Information You Provide Directly

- **Contact information:** name, email address, phone number, and mailing/shipping address when you place an order, request a quote, or contact us through our website or email.
- **Order information:** products purchased, order date, shipping details, and payment method (we do not store full credit card numbers — payment processing is handled securely by our third-party

payment processor).

- **Communication records:** emails, phone call notes, and any correspondence you send to us regarding orders, warranty claims, or general inquiries.

3.2 Information Collected Automatically

- **Website usage data:** pages visited, time spent on pages, browser type, device type, and referring website. This data is collected in aggregate and does not personally identify you.
- **Cookies:** We use essential cookies to ensure our website functions properly. We do not use advertising or tracking cookies. See Section 9 for details.

3.3 Information We Do NOT Collect

We do not collect sensitive personal information such as social insurance numbers, government identification numbers, health information, biometric data, or financial account details beyond what is necessary to process your order.

4. How We Use Your Information

We use the information we collect strictly for the following purposes:

- To process, fulfill, and ship your orders.
- To communicate with you regarding your order status, shipping updates, and delivery confirmations.
- To respond to your inquiries, provide customer support, and process warranty claims.
- To send you important product safety notices or recall information, if applicable.
- To comply with legal obligations, including tax reporting and record-keeping requirements.
- To improve our website, products, and customer experience based on aggregated, non-identifying usage data.

We will never use your information for unsolicited marketing or advertising unless you have explicitly opted in to receive promotional communications from us. Even then, you may unsubscribe at any time.

5. Information Sharing and Disclosure

We share your personal information only in the following limited circumstances:

5.1 Service Providers

We may share your information with trusted third-party service providers who assist us in operating our business, including payment processors (e.g., Stripe, Affirm), shipping carriers (e.g., Canada Post, FedEx, Purolator), and email service providers. These service providers are contractually obligated to use your information only for the specific services they perform on our behalf and are prohibited from

using it for any other purpose.

5.2 Legal Requirements

We may disclose your information if required to do so by law, court order, or governmental regulation, or if we believe in good faith that disclosure is necessary to protect our rights, your safety, or the safety of others.

5.3 Business Transfer

In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred as part of that transaction. We will notify you via email or prominent notice on our website before your information is transferred and becomes subject to a different privacy policy.

5.4 What We Will NEVER Do

- Sell your personal information to any third party, for any reason, at any time.
- Share your information with advertising networks or data brokers.
- Allow third parties to use your information for their own marketing purposes.
- Trade, rent, or barter your personal information.
- Use your information for automated profiling or targeted advertising.

6. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- SSL/TLS encryption (HTTPS) on our entire website to protect data in transit.
- Secure, encrypted payment processing through PCI-DSS compliant third-party providers — we never store your full credit card details.
- Access to personal information is restricted to authorized personnel on a need-to-know basis.
- Regular review of our data collection, storage, and processing practices.

While we take every reasonable precaution to protect your data, no method of transmission over the Internet or electronic storage is 100% secure. We cannot guarantee absolute security but are committed to promptly addressing any potential breach in accordance with applicable law.

7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy, including to satisfy legal, tax, accounting, or reporting requirements. Order records and warranty information are retained for a minimum of seven (7) years in compliance with Canadian tax law. Communication records related to customer support are retained for two (2) years after the last

interaction. After the applicable retention period, your information will be securely deleted or anonymized.

8. Your Rights

Under PIPEDA, PIPA (Alberta), and Quebec's Privacy Act, you have the following rights:

- **Right of Access:** You may request a copy of the personal information we hold about you.
- **Right of Correction:** You may request correction of any inaccurate or incomplete personal information.
- **Right of Deletion:** You may request deletion of your personal information, subject to legal retention obligations (e.g., tax records).
- **Right to Withdraw Consent:** Where we rely on your consent to process information, you may withdraw that consent at any time.
- **Right to Complain:** You have the right to file a complaint with the Office of the Privacy Commissioner of Canada or your provincial privacy commissioner.

To exercise any of these rights, contact us at hello@harvestechnology.ca. We will respond to all requests within thirty (30) days, as required by law.

9. Cookies and Tracking

Our website uses only essential cookies that are necessary for the website to function properly (e.g., session management, form submissions). We do not use:

- Advertising or retargeting cookies.
- Third-party tracking pixels or analytics that identify individual users.
- Social media tracking cookies.
- Any cookies that collect personal information for marketing purposes.

10. Third-Party Payment Processing

When you make a purchase or choose installment payments through Affirm, your payment is processed by the respective third-party payment provider. These providers have their own privacy policies governing the collection and use of your financial information. We encourage you to review their privacy policies. Harves NA does not have access to your full credit card number, bank account details, or Affirm account information.

11. Children's Privacy

Our website and products are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected

information from a child, we will take steps to delete that information promptly.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. Any changes will be posted on our website with an updated effective date. We encourage you to review this policy periodically. For material changes, we will provide notice via email or a prominent notice on our website.

13. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, or if you wish to exercise any of your privacy rights, please contact us:

Harves Technology North America

Calgary, Alberta, Canada

Email: hello@harvestechnology.ca

Phone: +1 403 700 4111

Web: harvestechnology.ca

For complaints regarding our handling of your personal information, you may also contact the Office of the Privacy Commissioner of Canada at www.priv.gc.ca.

This document is provided for informational purposes and does not constitute legal advice. Harves Technology North America recommends consulting with a qualified legal professional to ensure compliance with all applicable privacy laws in your jurisdiction.

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