

## Privacy Policy

Last updated : 2024-01-19

Terego (« We ») pay particular attention to the protection of your personal information. We wish to make our experience on our web site [www.terego.ca](http://www.terego.ca) and phone apps (the « Platform ») and your utilization of our services as enjoyable as possible. This Privacy Policy aims at protecting the personal information of Terego Clients and explains how we collect, use and communicate your personal information.

### Consent

By accessing the Service, you consent to the collection, use, disclosure, and retention of personal information in accordance with the terms outlined in this Privacy Policy. You may at any time withdraw your consent to collect, use and transmit your personal information, subject to applicable legal and contractual restrictions, and subject to the transmission of a reasonable notice, by contacting the person in charge of the protection of personal information using the contact information provided below. Please note that if you withdraw your consent for the use of your personal information, we will no longer be able to provide you with access to the Platform.

Chief Privacy Officer  
Karine Morin, Vice-President Terego  
[admin@terego.ca](mailto:admin@terego.ca)

### Means by which personal information is collected

Before using Terego services, you need to register and provide personal information. Personal information collected is provided directly by you, either verbally, by filling in blank fields on the Platform or by contacting us with a comment, question, or complaint.

### Categories and uses of personal information

We only collect personal information which is relevant and necessary to establish, manage and maintain our relation with you and to finalize transactions that you make on our Platform.

Terego has grouped the personal information it may collect from you into two categories.

1. Personal information when the account is created. Personal information in this category includes: first and last name, email, postal address, phone number, age group and reference source.

2. Information about the recreational vehicle (RV) when the account is created. Personal information in this category includes: RV licence plate number, RV class, RV model and RV length.

Terego collects, uses and discloses personal information for the following purposes:

- Create your Terego account and be able to serve you and offer you the products and services you request.
- Send you important information and communications about the Platform and your bookings.
- Mail you your membership card and any other material required to use the Platform.
- Send you surveys following your visit or use of the Platform to assess your level of satisfaction and other elements relating to the quality of your customer experience.
- Analyze the different age group profiles, their interests, needs and booking behaviour in order to improve our products and services.
- Offer you advertising and content corresponding to your interests.
- Make sure that the reserved parking is adequate for your RV.
- Enable hosts to validate your reservation when you arrive.

Terego does not collect and store your payment information. We use an external systems/services (Paypal or Stripe) to finalize your payments and that these services are bound by their own terms and conditions.

Your personal information will not be used for other purposes than those identified above, unless you provide explicit consent or if required by law.

### **Access to and disclosure of personal information**

Terego does not rent, sell, or exchange your personal information.

Personal information collected by Terego is accessible to its employees who require it in the performance of their duties. Employees must at all times ensure the confidentiality of such information.

Terego may share your personal information with Terego Network Hosts or service providers as part of its activities and mission:

1. Terego Network Hosts

Terego may share some of your personal information, including information about your RV and contact information, with hosts when you make an RV parking reservation. This information is disclosed to hosts in order to be able to offer you the products and services you have requested.

2. Service providers

Terego may share your personal information with its service providers or partners when such communication is necessary for the performance of a mandate or the execution of a service or business contract entrusted to Terego. These suppliers use your personal information only to provide the services they have retained, which are related to the purposes described in this Policy. For example, Terego may communicate your personal information to the following suppliers:

- Service providers for payment processing.
- Suppliers for communications, email, and cookie management.
- Suppliers of IT products and services.
- Cloud computing, Web hosting, and data processing services.
- Legal services.

### **Retention and Destruction of personal information**

Terego retains your personal information for as long as necessary for the purposes for which it was collected and for applicable legal retention periods, which may sometimes require longer retention periods. Secure destruction or anonymization (removal of information allowing for personal identification) is carried out.

Terego uses systems and technology service providers that ensure the secure storage of your personal information to maintain its confidentiality.

Your personal information is stored in Quebec.

### **Web Beacons**

Web beacons (commonly known as “cookies”) are used to facilitate and optimize your navigation on the Platform. Beacons consist of files that are downloaded and stored on a device used for Internet browsing. The beacons used by the Terego do not collect personal information about users.

Most web browsers used to access the Internet accept cookies by default. A user can modify their browser's privacy settings at any time to block or delete already stored cookies. This action does not prevent access to the Platform but may affect its performance during your visit.

### **Google Analytics**

Terego uses analytics tools (Google Analytics) for its Platform. These tools collect, analyze, measure, and present data on the visits made to understand and optimize the use of the Service. The Organization retains this type of information for the purpose of, among other things:

- Counting the number of visitors;
- Identifying the most frequently visited pages;

- Identifying the technology used by the Platform's customers;
- Identifying referring sites;
- Identifying the country of origin of Service users.

## **Security**

Terego applies security measures proportionate to the sensitivity of your personal information to preserve its confidentiality. Terego uses encryption to maintain the confidentiality of information transmitted between a user's device and the Service. We also implement administrative and physical measures to ensure the security of your personal information.

Although Terego applies adequate security measures to protect your personal information and reduce the risks of breach, we cannot guarantee 100% security against unauthorized access or disclosure in the event of a security breach. If you have reason to believe that your personal information has been compromised while using the Platform, please contact the office of the Chief Privacy Officer whose contact information is provided below.

Chief Privacy Officer  
Karine Morin, Vice-President Terego  
admin@terego.ca

## **Request for access and rectification of your personal information**

You have the right to ask for access and consultation of your personal information. You can also ask that your personal information be rectified if incorrect, incomplete, ambiguous, or if its collection, transmission or storage is not authorized by law. You may also update your personal information at any time, when logging into your account on the Platform.

## **Handling complaints and questions**

Any questions regarding your personal information or complaints should be directed to the office of the Chief Privacy Officer whose contact information is provided below.

Chief Privacy Officer  
Karine Morin, Vice-President Terego  
admin@terego.ca

## **Modification of the Policy**

Terego reserves the right to modify the content of this Policy at any time. Any change made will be publicized on the Platform. The latest version date appears on top of the first page.