

Privacy Policy

GENERAL INFORMATION

Visual Knowledge Share Ltd. ("VKS") processes Personal Information when you visit its website and when you submit data into its Work Instruction Software platform. This Personal Information is very limited but we still want, through this privacy policy ("Privacy Policy"), to inform you of the collection, use, disclosure and protection of the Personal Information processed by "VKS". All references to "we", "us" and "our" mean VKS and all references to "you" and "your" mean users of our products or services, including our website. We encourage you to review this Privacy Policy on a regular basis, as it may be updated periodically.

1. INFORMATION GATHERING AND USE WHEN YOU VISIT OUR WEBSITE

We use cookies on our website. A cookie is a small amount of data, which often includes an anonymous unique identifier, which is sent to your browser from a web site's computers and stored on your computer's hard drive.

Website - cookies are used to record visits and improve our website, as well as to recognize the computer when revisiting our website and customize your experience interacting with our website. The systems we use anonymize your IP. We also aggregate information on what pages users access or visit, and information volunteered by the user (such as survey information and/or site registrations).

When you browse our website, you can acknowledge and agree to the use of our cookies. Alternatively you may opt out either by disagreeing to the use of cookies or through the privacy settings on your browser.

VKS will not rent or sell your Personal Information to others.

2. WHEN YOU USE OUR WORK INSTRUCTION SOFTWARE PLATFORM

When your employer chooses to offer you our Work Instruction Software platform to support you in your work or training, the platform captures your log in information, your queries and your input. Cookies are used to record current session information, but we do not use permanent cookies. You are required to re-login to your VKS account after a certain period of time has elapsed to protect you against others accidentally accessing your account contents.

3. DATA SECURITY

Even though we collect very limited Personal Information, we protect it for your privacy and security. We safeguard the security and confidentiality of your data using physical, technical, and managerial procedures. Please be aware that, despite our best efforts, no security measures are perfect or impenetrable.

4. DATA STORAGE

VKS uses third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run VKS. Third parties are contractually obliged to protect the information they receive. Personal Information may be stored or processed outside of

Canada (whether by us or a third party vendor or hosting partner). In that case, it is subject to the laws of the foreign jurisdiction where it is stored, and may be accessible to that jurisdiction's government, courts, or law enforcement or regulatory agencies upon request.

The type of information, however, that we process, being limited to website visits and queries for work instructions, is not the type of information that government, courts, or law enforcement or regulatory agencies are likely to request.

5. DATA RETENTION

VKS does not retain data from website visits. We retain platform data only for the period necessary to provide our services. Through our service agreements, we commit to return data or to delete it, as requested.

6. YOUR RIGHTS TO YOUR PERSONAL INFORMATION

You have the right to request access, rectification and deletion of your Personal Information. If you wish to do so in relation to your Personal Information captured through the website, please contact us at privacy@vksapp.com. Since we do not retain Personal Information collected through our website, we may not be able to grant your request. We do retain Personal Information when you complete a contact form to provide you the information you request to receive. You can request access to that information at the same contact information.

If you wish to request access, rectification or deletion of your Personal Information from the Work Instruction Software platform, please contact your employer.

7. DISCLOSURE

VKS may disclose Personal Information under special circumstances, such as to comply with subpoenas or when your actions violate the Terms of Service. Personal information is not shared with or sold to other organizations for commercial purposes, except to provide products or services you've requested, when we have your permission, or under the following circumstances:

- It is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms of Service vksapp.com/terms-of-service, or as otherwise required by law.
- We transfer information about you if VKS is acquired by or merged with another company. In this event, VKS will notify you before information is transferred or becomes subject to a different privacy policy.

8. CHANGES

VKS may periodically update this policy. We will notify you about significant changes in the way we treat Personal Information by sending a notice to the primary email address specified in your VKS primary account holder account or by placing a prominent notice on our website.

9. QUESTIONS OR CONCERNS

Any questions about this Privacy Policy or concerns about our compliance with your right to privacy should be addressed to privacy@vksapp.com.

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