

## **Privacy Policy for Nautilus Plus online customer monitoring services**

The following policy describes our practices and the choices made by the users of the Nautilus Plus online customer monitoring services (hereinafter called "The Service") with regard to the collection, use and disclosure of their information. Given Nautilus Plus' partnership with Hexfit for the offer of online customer monitoring services, below, you will find the Privacy Policy specific to the Hexfit service (also referred to as Training and Nutrition Monitoring Platform, powered by Hexfit).

### **Communication with Nautilus Plus**

If the user of the Service has any questions, he can contact customer service for help by sending a message to [servicesenligne@nautilusplus.com](mailto:servicesenligne@nautilusplus.com).

### **1. Collection of information**

1.1. Nautilus Plus collects various information provided by the user, including:

1.1.1. Personal information: name, surname, email address, telephone number, city, country, province.

1.1.2 Purchase information: the type of service purchased, the name on the credit card, the credit card number, the expiration date of the credit card and the CVV of the credit card. Payment information is however hosted by the service provider.

1.1.3 Nautilus Plus collects information automatically, including the identification number of the connected device.

### **2. Use of information**

2.1 Nautilus Plus uses the information collected to analyze, manage, improve and personalize its services, to make payments, to communicate with the user about his services, special offers and more, to prevent and identify illegal activities and enforce our regulations.

### **3. Sharing your information**

3.1 The data provided is transferred to the Nautilus Plus service so it can decide about new services to offer and improve the quality of the services rendered.

3.2 Service providers: Referring to companies that manage transactions / payments as well as marketing, advertising and communications. As part of this service, these providers may have access to user information, but are not authorized to disclose it except for the purpose of service provision.

3.3. Protection objective of Nautilus Plus or other: For legal reasons, for the enforcement of conditions in the case of non-compliance, for the management of illegal activities or defense against any prejudice with regard to the rights and the property or safety of the Service and its users, as required or permitted by law.

3.4. Termination or transfer of activities: If Nautilus Plus ceases its services, restructures, merges or sells, it will transfer the information so that the recipient company can use it in accordance with the same policies as those established by Nautilus Plus.

### **5. Options and parameters**

5.1. Promotional emails: If the user no longer wishes to receive promotional emails, he can unsubscribe by clicking on the unsubscribe link provided at the bottom of the promotional emails. The

email service for billing purposes, account statements or method of payment will however be maintained.

## **6. Rights**

6.1. Users have the right to request and receive access to their personal information, to correct or update any outdated or inaccurate personal information. We respond to all requests we receive, from users wishing to exercise their data protection rights, in accordance with the applicable data protection laws.

## **7. Security**

7.1. Nautilus Plus uses reasonable administrative, logical and physical measures to protect the personal information collected as to prevent it from being lost, stolen or accessed by unauthorized users.

## **8. Modification of Confidentiality Policies**

8.1. Nautilus Plus will update this Privacy Policy document so that it complies with the law and the new requirements that may be issued. Nautilus Plus undertakes to inform its users of any modification. Continued use of The Service following the notice of modification will be interpreted as acceptance of the modification(s) by the user.

Latest update of the Nautilus Plus Privacy Policy: June 2020

## **Hexfit Privacy Policy**

**(Nautilus Plus partner for the provision of online services; also referred to as Training and Nutrition Monitoring Platform, powered by Hexfit)**

This document presents the Privacy Policy (hereinafter: the "Policy") implemented by Hexfit Solutions Inc. (hereinafter: "Hexfit" or "us"), owner and manager of the application (hereinafter after: the "Application") offered on the site located at URL [www.myhexfit.com](http://www.myhexfit.com) or any other address that can be added or substituted (hereinafter: the "Site"). This Policy applies to actions taken by Hexfit with regard to personal information and, as the case may be, confidential and / or sensitive information (hereinafter collectively: "Information"), to individuals and businesses who are registered, as the case may be, as users or as professionals (hereinafter, depending on the context: the "user(s)", the "professional(s)" or "You").

This policy informs you about how we ensure the confidentiality of your personal and / or sensitive information and protect your personal privacy.

### **Definition of "personal information"**

"Personal information" is information about an individual that allows to identify him. For example, personal information may relate to the name, contact information, access code to a website as well as sensitive, confidential or private information of a financial, medical, etc. nature.

### **1. How is my Information collected?**

Hexfit collects your Information within the limits of what is necessary for its mission. To register on the Site as a user of the Service, open an account and be given access to the various functionalities offered, we collect certain mandatory information allowing you to be identified, which include, in particular, your email address, a password (confidential) of your choice, your name and surname, your occupation, your gender, your birthday, your full address, your telephone and fax numbers. If you are acting on behalf of a company, you will need to provide the company name and your title, the company address, telephone and fax numbers.

All the Information allowing to identify you will be registered in your account and can be accessed by you, by Hexfit for administrative purposes only and by Professionals and / or Users which have received the necessary permission to do so.

Several other Information, such as physical and medical data, may be collected by Hexfit through the Professionals during the provision of their services, or by you.

## **1.1 Sharing of Information between users and professionals**

### **1.1.1. With regard to users**

Professionals registered with the Application are subject to the ethical rules applicable to all members of their professional order, including in particular the rule of professional secrecy. The latter have a duty to respect the confidentiality of any information received and / or exchanged with users within the framework of the Application, regardless of the existence of a professional-client relationship or a mandate, and to use this information only in accordance with the terms to which they have consented.

### **1.1.2. With regard to professionals**

All the Information entered in the professionals' profiles is accessible by their customers registered with the Application as well as by Hexfit for administrative purposes only. Registered professionals have recognized and agreed that this information may be made public in the context of the use of the Site by the users.

## **2. How is my Information used?**

Rest assured that Hexfit will never sell, share or trade your Information with third parties without your consent except when necessary to carry out your instructions or in a manner consistent with the provisions described in this Policy.

If we ever wish to use or disclose your Information for purposes other than those specifically described in this Policy, we undertake to obtain your consent. Depending on the nature of the information and the applicable legislative or regulatory requirements, your consent may be provided orally, by means of a form or correspondence or, in certain cases, implicitly if your consent can be clearly stated.

Your Information can be used as follows:

### **2.1 As part of the management of our services**

Generally, we use your Information in the provision of our services, as described in article 1 hereof, and, in some cases, to solve technical problems.

You can access and modify the General Information and Information contained in your account at any time.

Once registered, your email address will be used to contact you, if necessary. You agree to keep it active for the duration of your use of the Site. If your contact information changes, you must make the change in your account as soon as possible.

## **2.2 As part of the services offered by our external suppliers (subcontractors)**

Hexfit can call on external suppliers as a subcontractor to offer superior quality services in certain specific areas. In this context, some of your Information may be transmitted to these suppliers. These suppliers agree to comply with this Policy and must use the Information transmitted only in relation with the services intended for Hexfit.

However, if these external providers wish to request additional information from you directly (e.g. to analyze your use of the services), you will be notified in advance. If you choose to provide this information, the privacy policy of the external provider will then apply for this purpose.

## **2.3 In the context of a legal obligation**

Hexfit may have to access your Information and reveal it to the appropriate persons or authorities if this proves necessary to comply with legal obligations or to obey a judicial injunction, to protect and defend its rights or to enforce the terms and conditions of use of the Site and the services offered there.

## **3. How do we protect my Information?**

Hexfit complies in particular with the Personal Information Protection and Electronic Documents Act of Canada (PIPEDA) and the Quebec Act respecting the protection of personal information in the private sector. Hexfit employs various measures to ensure the integrity and confidentiality of your Information. These measures are intended to prevent the loss or theft of your Information, as well as its unauthorized reproduction, modification, use, consultation and disclosure. Our Site is secured using technologies recognized in the industry, in particular by the SSL standards.

Only authorized personnel may have access to your Information, and this only for the purposes set out herein or dictated by the service offered. Agreements are also signed between Hexfit and its employees and subcontractors so that your Information is used in a manner that complies with this Policy and all applicable laws, rules and regulations.

However, as no system is foolproof, we cannot guarantee the absolute security of your Information.

## **4. Do you use cookies?**

A cookie is a small text file that contains a unique identification number that is transferred from the Site to your computer's hard drive ("Cookies"). A cookie makes it possible to distinctly identify the Users of the Site and to follow certain of their activities on the Site.

Hexfit uses Cookies only for the purpose of improving the quality of its Site and its services, for example, to obtain traffic statistics for the Site and for its various features. Hexfit also uses Cookies to provide the User with a better browsing experience on the Site, for example, by memorizing his choices during a previous visit to the Site.

All Information collected by Hexfit with the use of Cookies is done in accordance with this Policy.

## **5. How long is my Information saved?**

Hexfit will save your Information indefinitely as to ensure the proper functioning and use of the services offered on the Site and will only use your Information for the purposes for which it is intended.

To allow you to have the best possible access to the information you have entered in your profile, as long as your account remains open, it will be saved so that, for example, you can trace a message, an intervention or even consult your contact list.

The Information collected for statistical analysis may be kept for an indefinite period; however, these reports do not allow you to be identified or to access other information which concerns you personally.

#### **6. Who ensures the accuracy and updating of my Information?**

The creation and management of your account and profile are your sole responsibility. You are solely responsible for ensuring that the Information entered in your account is accurate and up to date.

#### **7. Can the Policy be modified?**

This Policy may be updated from time to time. Hexfit reserves the right to modify it at will, by adding or removing certain terms.

To help you identify changes to the Policy, as the case may be, we will clearly display the modification dates visibly on the Policy and / or in a space reserved for this purpose on the Site.

#### **8. Right to access and modify your data**

Any request related to the exercise of your rights must be sent to the address [hexperts@myhexfit.com](mailto:hexperts@myhexfit.com) for any modification, rectification or deletion of all or part of the data. This request must include a maximum of information so that it can be processed upon receipt within a maximum period of two months. For example, people must specify the concerned e-mail address and a detailed description of the request in order to facilitate searching.

#### **9. Data transferred outside the European Union**

If Hexfit Solutions Inc. communicates personal data to a third party located outside the European Union, measures are taken to ensure that said data will benefit from the same level of protection as that imposed by the European Union in data protection matters.

#### **10. How can I contact Hexfit?**

If you have any questions about this Policy, its latest updates, our practices relating to the collection or use, retention and disclosure of your Information, please do not hesitate to contact us by email or at the following address:

Hexfit Solutions Inc.  
140-455 du Marais  
Québec (Québec), CA  
G1M 3A2