

Privacy Policy

ROO Platform by KargoROO Inc.

Last Updated: July 19, 2021

("KargoROO" or "ROO", "we", "us", "our", etc)

This Privacy Policy explains how KargoROO collects, uses and discloses personal information

KargoROO Inc. takes privacy and data security seriously. We are committed to transparency in the collection, use and disclosure of your personal information. This Privacy Policy describes how we use personal information, and the circumstances under which we may share this information with a third party. This Privacy Policy applies to the privacy practices of ROO on our website located at: www.kargoroo.ca, or the various associated websites, platforms or applications (collectively and each individually, the "**ROO Platform**").

By visiting and/or using the ROO Platform, you consent to the collection, use, storage, disclosure and transfer of your personal information as set out in this policy. In some cases, we may ask you to provide explicit consent if we intend to collect, use or disclose your personal information otherwise than as indicated in this Privacy Policy, however sometimes your consent may be implied through your conduct with us.

If **you do not agree with** any part of this **Privacy Policy** you should not conduct any transactions on the ROO Platform, **navigate away** from the ROO Platform immediately, and **uninstall our application**.

Collection and Use of Personal Information

This section explains the purposes for which ROO collects personal information

– Account Creation:

We collect your name, phone number, email address, a hashed password of your selection, the date and time of account creation and the IP address and device identifier of the device used for account creation. We use this information to administer your account, to enable your access to the ROO Platform, verify your identity as an authorized user concerning any accounts, and to implement, carry out and maintain security measures aimed at protecting our customers from identity theft, fraud and unauthorized access to an account. You may choose to register for an account via a third- party social media network, including Facebook and Google ("Social Media"). If you do so, you authorize us to access certain Social Media account information consistent with your Social Media privacy settings, including your name. We use this information to administer your account, and to enable your access to the ROO Platform.

– Social Media:

We may offer you the opportunity to otherwise engage with ROO or its content on or through Social Media. When you engage with us through Social Media websites, plug-ins and applications, you may allow us to have access to and disclose certain information associated with your Social Media account (e.g., name, username, email address, profile picture) to deliver content or as part of the operation of the website, plug-in or application.

– Placing an Order:

We collect information relating to any orders you place on the ROO Platform, including the IP address of the device used to place the order to help protect against theft, fraud and unauthorized access to an account.

Payment operations are outsourced to our payment processors and certain payment information is collected using the secure services of our payment processors. We do not store your credit card information in our systems. We trust the industry's best to keep your information safe and confidential.

If your order has been placed for delivery, we collect the physical address to which you have requested delivery. We use this information to complete your delivery, and to allow you to select previously entered addresses for future deliveries. If you submit an order for alcohol, cannabis, or other goods requiring the age of majority, you may be asked to provide government-issued identification upon delivery, to confirm that you are of legal age to purchase these goods.

– Order History:

We may collect your order history including the date, time, cost, order type, physical address and delivery instructions, and order details, including specific items ordered and special order instructions. We use this information to ensure that your order has been completed and to improve our service offerings.

Marketing and Other Communications

This section explains when we may contact you for marketing purposes or to inform you about important changes or other developments to the ROO Platform, products, services or your account

We may use your personal information to contact you for your views regarding ROO and to notify you occasionally about important changes or developments to the ROO Platform, products, services or your account. You cannot opt out of receiving notifications of important changes or developments (e.g. to this Privacy Policy or the Terms of Service/Use) unless you discontinue use of the ROO Platform.

You agree that we may use your personal information to let you know about our other events, products and services that may be of interest to you including services that may be the subject of direct marketing. We may contact you to do so by telephone, SMS/MMS and email and if you use our mobile application, via push notification. It is always your choice whether to receive or to continue receiving such marketing materials and updates from ROO. We will not send you any direct marketing communications unless you have separately consented to receive such communications or such consent has been deemed to have been given under applicable law. If you no longer wish to receive direct marketing communications, you can opt-out using the unsubscribe mechanism in the marketing communication itself (e.g. by clicking the unsubscribe link at the bottom of an email or by replying with the word "STOP" to an SMS/MMS or by following other provided instructions). To manage push notifications, go to the settings page of your phone or tablet and change the push notification permission for the ROO app. If you switch off in-app push notifications, you will no longer receive updates on your orders via push.

– Reviews:

We ask you to submit a review on the ROO Platform upon receiving your order, or upon completion of delivery. When your review is submitted, the results may be made available to other users in appropriate circumstances. You also consent to us using such reviews in any marketing or advertising materials.

– Referrals:

The referral, "refer a friend" and other similar features on the ROO Platform permit you to send an email to other individuals that may be interested in ROO. This feature may require you to submit your name and email address, as well as the name and email address of the recipient. We do not use the names or email addresses submitted in these circumstances for any other purpose without the consent of you or the email recipient to do so. Please ensure that you only submit email addresses of individuals with whom you have a personal or family relationship and who would want to receive the message.

– Employment Opportunities:

In connection with a job application or related inquiry, you may provide us with personal information including a resume, cover letter, or similar employment-related materials. This information will be used for the purposes of processing and responding to your application for current and future career opportunities, and to manage any ongoing working relationship.

– Independent Couriers:

You may apply to become an independently contracted courier by providing us with personal information such as your name, contact information, identification documents, proof of work eligibility, banking information as well as other contractor-related materials that we require from you. We use this information for the purpose of processing and responding to your application, and to manage any ongoing contractor relationship.

– Surveys and Research:

From time to time, ROO may offer you the opportunity to participate in one of our surveys or other research, or to provide feedback regarding your order or experience with ROO. The information obtained through our surveys and research is used in an aggregated, non-personally identifiable form to help us understand users of the ROO Platform and to enhance our product and service offerings.

– Contests and Promotions:

When you enter a contest or participate in a promotion, ROO may collect your name, address, phone number, email address, and other information you provide. This information is used to administer your participation in the contest, sweepstakes or promotion.

– Contact Us:

When you contact us with a comment or question, we collect the information you provide such as your name and email address, along with additional information that we may need to help us promptly respond to your inquiry. We retain this information to assist you in the future and to improve our customer service and service offerings. We also use personal information

to establish and manage our relationship with you and provide quality service. We may record voice calls for training and quality purposes.

Information We Collect Automatically

This section explains the information we collect automatically when you visit the ROO Platform

We and our third-party service providers, including Google Analytics, collect, process, store and analyze information when you visit the ROO Platform, including IP address, your location when the ROO mobile application is used, device identifiers, browser characteristics, operating system details, language preferences, referring URLs, length of visits, pages viewed and other related information. We also use "cookies" or other tools that track, measure and analyze the behaviors and usage patterns of visitors to the ROO Platform. We use this information to help us understand how visitors engage with the ROO Platform and to improve our visitors' experience.

(A cookie is a tiny element of data that the ROO Platform can send to your browser, which may then be stored on your web browser or mobile device so we can recognize you when you return. The information that cookies collect includes the date and time of your visit, your registration information, session identification number, and your navigational history and preferences.)

We use cookies for analytics purposes as well as for certain features of the ROO Platform. The use of cookies is an industry standard and many major browsers and smartphones are initially set up to accept them. You may set your web browser or smartphone to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies from the ROO Platform, you may not be able to take advantage of all its features.

Some third-party service providers may use cookies on our site. We have no control over those cookies and they are not covered by this Privacy Policy.

You can obtain additional information on Google Analytics' collection and processing of data and data privacy and security, including how to learn more about opting out of Google Analytics' data collection by visiting the Google Analytics website.

If you are an independently contracted courier on the ROO Platform, we need to access your location while you are using ROO so that we can offer you orders for delivery, which you can always accept or decline, and track your location during delivery.

If you are using an iOS device, you must set your location settings to "Allow Location Access: Always" and "Precise location: on".

If you are using an Android device, you must set your location settings to “Allow Location Access all the time”.

These tracking settings must be turned on while you are using ROO. If you turn off the tracking settings on your phone, ROO will not work properly and your phone will prompt you to switch the location settings back on.

You may choose to turn off these settings when you are not using ROO. Even if you choose to leave these settings on when you are not using ROO, ROO will not access your location when you are not actively using ROO.

Disclosure of Personal Information

This section explains under what circumstances personal information may be disclosed by ROO

The personal information you provide to us will be held on servers which may be in Canada, or outside Canada. In addition, your personal information may be accessed by or given to our staff working outside Canada and/or to third parties. For example, we may send personal information outside of Canada for processing and storage through our service providers.

While your personal information is out of Canada, it is subject to the laws of the country in which it is held, and may be subject to disclosure to the governments, courts or law enforcement or regulatory agencies of such other country, pursuant to the laws of such country. Certain countries outside Canada and the European Economic Area do not always have equivalent strong data protection laws irrespective of the safeguards we have put in place for the protection of your information in accordance with this Privacy Policy.

The third parties with whom we share your information may undertake various activities such as processing credit card payments and providing services or products for us. In addition, we may need to provide your personal information to couriers to allow the order to be processed and delivered. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this Privacy Policy.

If you have consented we may allow select third parties, including marketing and advertising companies, our affiliates and associates, to contact you occasionally about other products or services that may be of interest to you. They may contact you by mail, telephone, mobile messaging (e.g. SMS, MMS, etc.) as well as by email. If you change your mind about being contacted by these parties in the future, please let us know by using the contact details set out at the end of this Privacy Policy and/or by amending your profile accordingly.

If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your personal information may be disclosed or transferred to the target company, our new business partners or owners or their advisors provided that the information disclosed continues to be used for the purposes permitted by this Privacy Policy by the entity acquiring the information.

We may use the personal information that you provide to us if we are under a duty to disclose or share your personal information in order to comply with (and/or where we believe we are under a duty to comply with) any applicable legal obligation; or in order to enforce the Terms of Service/Use and any other agreement we have with you. This includes exchanging personal information with other companies and other organisations for the purposes of fraud protection and prevention. We and our service providers may use or disclose your personal information in response to a search warrant or other legally valid inquiry or order, or to another organization for the purposes of investigating a breach of an agreement or contravention of law or detecting, suppressing or preventing fraud, or as otherwise required or permitted by applicable law or legal process. Your personal information may also be used or disclosed where necessary or desirable for the establishment, exercise or defence of legal claims and to investigate or prevent actual or suspected loss or harm to persons or property.

Safeguarding and Retention of Personal Information

This section explains the safeguards ROO has put in place to protect your personal information and the length of time ROO may retain your personal information

We have implemented administrative, technical and physical measures to protect your personal information from unauthorised access and against unlawful processing, accidental loss, destruction and damage. We restrict access to your personal information to ROO personnel and authorized service providers who require access to fulfill their job requirements.

We will keep your information where we have an ongoing legitimate business need to do so (for example, while you hold an account with us and for a reasonable period of time thereafter, or to enable us to meet our legal, tax or accounting obligations). We may retain certain data as necessary to prevent fraud or future abuse, or for legitimate business purposes, such as analysis of aggregated, non-personal information, or account recovery, or if required or permitted by law. All retained personal information will remain subject to the terms of this Privacy Policy. If you request that your name be removed from our databases, it may not be possible to completely delete all your personal information due to technological and legal constraints.

The transmission of information via the internet is not completely secure. Although we will take steps to protect your personal information, we cannot guarantee the security of your personal information or other data transmitted to the ROO Platform; any transmission is at your own risk. Once we have received your personal information, we will use organizational and technical safeguards to try to prevent unauthorised access. Please also note that the ROO Platform contains links to third party websites, which are not governed by this Privacy Policy. When you click on such a link, you will leave our service and go to another site. During this process, another entity may collect personal information from you.

Access to Personal Information and Withdrawal of Consent

This section explains how you may gain access to your personal information held by ROO and how you may withdraw consent to the collection and use of personal information

You have the right to access, update and correct inaccuracies in your personal information in our custody and control, subject to certain exceptions prescribed by law. You may request access, updating and corrections of inaccuracies in other personal information we have in our custody or control by emailing or writing to us at the contact information set out below. We may request certain personal information for the purposes of verifying the identity of the individual seeking access to their personal information records and may restrict access to personal information as required or permitted by applicable law or legal process.

You may withdraw or modify your consent to any ongoing and future collection and use of personal information at any time, subject to legal and contractual restrictions, provided that reasonable notice is given to us. If you withdraw your consent to receive information regarding certain products, publications, services or events being offered by ROO, you will no longer receive those types of communications.

Updates to the Privacy Policy

This Privacy Policy is current as of the “Last Updated” date which appears at the bottom of the page. Your continued use of the ROO Platform after any change of our Privacy Policy will constitute your acceptance of the revised terms of this Privacy Policy. We may update this Privacy Policy from time to time as required to reflect changes to our privacy practices. We encourage you to periodically review this page for the latest information on our privacy practices.

Contact Us

KargoROO welcomes your comments, concerns and questions regarding this Privacy Policy and the use of your personal information. If you would like access to your information, if you have any comments, queries or requests relating to our use of your personal information, if you would like a copy of our Privacy Policy emailed to you or if you find any errors in our information about you, please contact us:

by email at info@kargoroo.ca

or by regular mail at
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