

Privacy Policy

Commitment

Koben Systems Inc. – KSI is committed to protecting your privacy and the integrity of the data we collect and use in accordance with all applicable regulatory requirements, including applicable privacy legislation. This Privacy Policy sets out in general terms how we collect, use and protect the personal information of our customers, other individuals and our website users.

This privacy policy applies to this website, and myEVroute.com.

What we collect

The types of personal information we may collect about you include your name and contact information, billing and account information, information relevant to a customer's use of the services on this website and other information incidental to the provision of services by this site.

Non-personal information, collected through cookies and pixel tags, demographic information and other non-identifying information provided by you, is used to enhance and improve our services.

How we use it

We collect and use personal information for the primary purpose:

- To provide you with the products and services you request, to communicate about your account, to give you important information about our products, or send you information about other products/services you might find useful
- To provide you with appropriate customer service to support the products and services you have purchased
- To detect and protect against error, negligence, breach of contract, fraud, theft and other illegal activity
- As permitted by, and to comply with, applicable legal or regulatory requirements or provisions

Your personal information will not be shared with third parties other than as explained in this Confidentiality Policy, except as required or authorized by law, or as ordered by a competent court.

Consent

You acknowledge and agree to our collection, use and disclosure of personal information for the above purposes. Other than set out herein, we do not collect, use or disclose personal information without consent unless authorized or required by law to do so.

Please keep in mind that we reserve the right to send you certain communications relating to your use of myEVroute, such as service announcements, notices about new features or information on the service, administrative messages and communications regarding your account, without offering you the opportunity to opt out of receiving them.

You may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us (contact below).

Information Sharing

We generally do not share with any third party User Information in a way that would personally identify you. However, we may do so in the following circumstances:

- as part of a merger, acquisition or any form of sale of some or all of Koben Systems Inc. assets or business;
- to our service providers and other contractors for the purposes of providing Service to us (such contractors are prohibited from using User Information for any other purpose);
- for bill collection;
- to resolve customer disputes or inquiries;

Accuracy of Information

In order to provide customers with a professional level of service and to maintain appropriate contact preferences, we may ask you to update your personal information, contact information or preferences from time to time.

Retention

We will retain your Personal Information for the period necessary to fulfill the purposes outlined in this Privacy Statement unless a longer retention period is required or permitted by law. You may also request that your Personal Information be deleted. KSI will promptly respond to your request within 30 days. Please note that we may need to retain certain information for recordkeeping purposes, and there may also be residual information that will remain in our databases and other records, which will not be removed.

Safeguards

We protect personal information in our files and document management systems from loss, misuse, unauthorized access and alteration by using physically secure facilities, password protection and standard security practices.

If you have any questions or concerns about your privacy and our role in protecting it, please contact us at:

Koben Systems Inc.
2525 Dunwin Drive, Unit 5
Mississauga, ON, L5L 1R9
support@kobensystems.com

We reserve the right to change our Privacy Policy at any time by posting a new Privacy Policy on our website.