

Mold-Masters (2007) Limited. – Privacy Policy (Canada & USA)

Last Updated: May 2021

This Privacy Policy (“Policy”) explains how Mold-Masters (2007) Limited. (“Mold-Masters,” “we,” “our” or “us”) collects, uses and discloses your personal information; the choices you have regarding our use of your personal information; and how to contact us regarding our privacy practices.

We are committed to compliance with applicable privacy laws in the United States and Canada, including the Personal Information Protection and Electronic Documents Act (“PIPEDA”) and the California Consumer Privacy Act (“CCPA”).

This Policy applies to personal information we obtain about you through www.moldmasters.com (the “Website”) and personal information we collect about you offline, including if you contact us by telephone or email.

Please read this Policy carefully to understand our policies and practices regarding your personal information. If you do not agree with our policies and practices, please do not use our Website or provide us your personal information.

International Users

For users in the European Economic Area or the United Kingdom, please refer to our EEA/UK Privacy Notice. <https://www.moldmasters.com/sites/default/files/2021-08/Mold-Masters%20EU%20Privacy%20Notice%20May%202021.pdf>

What Personal Information We Collect

We may collect personal information about you directly from you, automatically through your use of the Website. “Personal information” is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you or your household, other than information subject to an exemption under applicable laws. The categories of personal information we collect about you depend on how you interact with us.

Personal Information You Provide

We collect personal information about you that you provide to us such as when you contact us, request information on our products and services or subscribe to our newsletter. We may collect the following personal information from you:

- **Direct Identifiers**, such as your name, email address, physical address (city, country and province/region), company and telephone number.
- **Other Personal Information**, such as other information you provide us when you contact us.

Some forms on our Website may require you to provide personal information to submit the form. You may choose not to provide personal information in those cases but this may prevent you from being able to use certain features of our Website.

Personal Information We Collect Automatically

We may automatically collect personal information about you when you access or use our Website. The methods that may be used on our Website to automatically collect personal information include:

- **Log Information:** When your computer or mobile device contacts our web servers (for example, when you visit our Website), our web servers automatically collect usage information. Such usage information includes information about how our visitors use and navigate our Website and can include the number and frequency of visitors to each web page as well as the length of their stays, browser type, referrer data that identifies the web page visited prior and subsequent to visiting our Website, and IP addresses.
- **Cookies and Other Tracking Technologies:** Cookies, web beacons and other tracking technologies (“tracking technologies”) may be used to collect information about your interactions with our Website. Brief descriptions of common tracking technologies are provided below:
 - *Cookies:* A cookie is a small text file that is stored on your computer’s hard drive or stored temporarily in your computer’s memory. There are two kinds of cookies: those that are “session” oriented and those that are “persistent.” Session cookies make it easier for you to navigate our Website and expire when you close your browser. Persistent cookies remain longer and help in understanding how you use our Website and enhance your user experience. Cookies may remain on your hard drive for an extended period of time. Most web browsers accept cookies automatically. You can delete cookies manually or set your browser to automatically delete cookies on a pre-determined schedule. If you use your browser’s method of blocking or removing cookies, some but not all types of cookies may be deleted and/or blocked and as a result, some features and functionalities of our Website may not work. Please see “Your Choices” below for information on your choices related to tracking technologies.
 - *Flash Cookies:* Adobe’s Flash Player is used by many websites that offer video and other interactive content. By default, your use of the Adobe Flash Player generates “flash cookies” (also known as “persistent identification elements” or “local shared objects”), which are data files that are placed on your device via the Adobe Flash plug-in and are locally stored on your device other than in the browser and browser settings won’t control them. The Adobe Flash Player (and similar applications) use flash cookies to remember user settings, preferences and usage similar to the browser cookies referenced above. Please see “Your Choices” for information on your choices related to flash cookies.

- *Web Beacons:* Our web pages may contain a small graphic image called a web beacon, which is sometimes also called a “clear gif,” that allows us to monitor and collect certain limited information about our users, such as the type of browser requesting the web beacon, the IP address of the computer that the web beacon is sent to and the time the web beacon was viewed. Web beacons can be very small or invisible to the user, but, in general, any electronic image viewed as part of a web page can act as a web beacon. We may use web beacons to count visitors to our web pages or to monitor how our users navigate our Website. We may use web beacons to compile aggregate statistics about our Website.

We may automatically collect the following personal information from you in connection with your use of our Website:

- **Direct Identifiers**, such as your IP address.
- **Internet Activity Information**, such as information about your browser type, device used to access our Website, operating system and data regarding network-connected hardware (e.g., computer or mobile device) as well as information regarding your interactions with pages you visit on our Website.

How We Use Personal Information

We may collect your personal information for a variety of reasons. We will only use your personal information for the purpose for which it was collected. We may use your personal information to:

- **Provide products and services you requested.**
- **Communicate with you**, including answering your questions, responding to your requests for information and sending you newsletters if you have subscribed to receive the newsletter.
- **Improve our Website**, including understanding who is visiting our Website; analyzing how our Website is being accessed and used; and improving the functionality of our Website.
- **Maintain the security of our Website**, including detecting security incidents; protecting our Website against fraudulent and illegal activity; and enforcing our terms of service.
- **Comply with our legal obligations and respond to legal proceedings**, including establishing, exercising or defending legal claims.

How We Share Personal Information

We may share your personal information in the following circumstances:

- With your consent or at your direction.

- With our parent company, subsidiaries and affiliates.
- With vendors that perform services on our behalf. Examples include vendors providing services related to marketing and promotional material distribution, website analytics, advertising and data storage.
- If we believe such disclosure is necessary. For example,
 - to comply with relevant laws or to respond to a subpoena, warrant or court order served on us;
 - to respond to requests by government agencies, including law enforcement authorities;
 - if we believe your actions are inconsistent with our terms of service and applicable terms or policies;
 - to protect the rights, property, life, health, security or safety of Mold-Masters, its employees, the Website and its users or any third party; or
 - for the establishment of defenses or claims in any legal action or dispute involving Mold-Masters or any of its officers, directors, employees, agents, contractors or partners.

In the event we sell, transfer or assign all or a portion of our business or assets (e.g., further to a sale, merger, consolidation, change of control, reorganization, bankruptcy or any other business transaction, including negotiation and due diligence of such transactions), we reserve the right to disclose any information we collect about you or from you. You acknowledge that such transfers may occur and are permitted by and subject to this Policy.

Social Features

Certain functionalities on our Website permit interactions that you initiate between the Website and third-party services, such as social networks (“**Social Features**”). Examples of Social Features include features enabling you to “like” or “share” our content and features that otherwise connect the Website to a third-party service (e.g., to pull or push information to or from the Website). If you use Social Features, and potentially other third-party services, information you post or provide access to may be publicly displayed by the third-party service you use. Also, both Mold-Masters and the third party may have access to certain information about you and your use of the Website and the third-party service.

Analytics

We use analytics services, such as Google Analytics, which use cookies and other tracking technologies to collect information to analyze your use of our Website. The information collected by the tracking technologies about your interactions with our Website is used to assess how often you visit our Website, what pages you view when you visit our Website and what other websites you visited before coming to our Website. For more information on Google’s privacy practices for Google Analytics, please visit <https://support.google.com/analytics/answer/6004245>. You may

prevent Google Analytics from recognizing you on our Website by deleting or disabling cookies from our Site. For more information, see “Your Choices” below.

Security

We take precautions — including administrative, technical, and physical measures — to safeguard your personal information against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration, and destruction. Although we use reasonable efforts to safeguard personal information, we cannot guarantee the absolute security of personal information obtained or stored electronically.

Links to Third-Party Websites and Services

Our Website may contain links to other websites or services that are not controlled by us; these links are provided for your convenience and information. MOLD-MASTERS IS NOT RESPONSIBLE FOR THE PRIVACY PRACTICES OR THE CONTENT OF SUCH OTHER WEBSITES, INCLUDING WEBSITES OPERATED BY AFFILIATED ENTITIES. We are not responsible for any third party’s data collection or privacy practices and we encourage you to review the privacy policies or notices posted on these third-party websites for further information.

Children

The Website is not directed towards children under 13 years of age nor do we knowingly collect information from children under 13 years of age. If you are under 13 years of age, please do not submit any personal information to us on the Website.

Your Choices

Unsubscribe from Email Alerts

Should you receive an email alert from us, you may unsubscribe from receiving additional email communications by following the unsubscribe instructions in the emails we send. Additionally you may send us a message requesting to unsubscribe by contacting us at privacy@moldmasters.com. Please note that even if you opt-out of receiving email alerts from us, we may continue to send you other email communications.

Ability to Opt-Out of Tracking Technologies

Regular cookies generally may be disabled or removed using tools available as part of most commercial browsers, and in some instances blocked in the future by selecting certain settings. The choices available, and the mechanism used, will vary from browser to browser. Such browser settings are typically found in the “options,” “tools” or “preferences” menu. You may also consult

the browser's "help" menu. You can learn more about cookies and how to block cookies on different types of browsers by visiting <http://www.allaboutcookies.org>. Also, tools from commercial browsers may not be effective with regard to Flash cookies (also known as locally shared objects), HTML5 cookies or other tracking technologies. For information on disabling Flash cookies, visit <https://helpx.adobe.com/flashplayer/kb/disable-local-shared-objects-flash.html>. Please be aware that if you disable or remove these technologies, some parts of our Websites may not work and when you revisit our Websites, your ability to limit browser-based tracking technologies is subject to your browser settings and limitations.

"Do Not Track"

Your browser settings may allow you to transmit a "Do Not Track" signal when you visit various websites. Like many websites, our Website is not designed to recognize "Do Not Track" signals.

Ability to Opt-Out of Analytics

You may exercise choices regarding the use of cookies from Google Analytics by visiting <https://tools.google.com/dlpage/gaoptout>.

Notice to Canada Residents

Consent

We will seek your consent prior to collecting, using or disclosing your personal information for any purpose. The consent may be express in writing, or implied, and in some cases it may be provided orally or electronically. Whether the consent is express or implied will depend on the sensitivity of the personal information and the reasonable expectations you might have in the circumstances. You have the right to withdraw your consent at any time by contacting us at privacy@moldmasters.com.

Storage of Personal Information

Mold-Masters is based in Canada and the personal information we obtain will be processed and stored on servers in Canada. We may on occasion transfer your personal information to our parent company, subsidiaries or service providers in other jurisdictions, including the United States. While your personal information is in other jurisdictions, it is subject to the laws of those jurisdictions, including laws regarding disclosure to the government, courts, law enforcement or regulatory authorities in those jurisdictions.

Retention of Your Personal Information

We will store your personal information no longer than is necessary for the performance of our obligations or to achieve the purposes for which the information was collected, or as may be permitted under applicable law. To determine the appropriate retention period, we will consider the amount, nature and sensitivity of the information; the potential risk of harm from unauthorized use or disclosure of personal information; the purposes for which we process the personal

information; whether we can achieve the purposes through other means; and the applicable legal requirements.

Access to Your Personal Information

Upon written request and subject to exceptions permitted or required by law, we will provide you with access to your personal information that is in our possession. We may request that you provide us with sufficient identification before granting you access to information regarding the existence, use or disclosure of your personal information. Any such identification information shall be used only for this purpose. We may charge you a nominal fee for access to your personal information and if so, we will give you notice in advance of costs for processing your request. If we are unable to provide you with the information you have requested, we will explain the reason for the refusal in writing.

You may also contact us to correct and update your personal information. In each such case, you must clearly indicate the information that you wish to have changed. Upon satisfactory identification, we will amend our records of your personal information as required if the accuracy and completeness of the records are found to be deficient.

Providing Recourse

If you have any questions or concerns about the privacy of your personal information, you may contact our Privacy Lead, by email at privacy@moldmasters.com, by phone at [●] or by mail at [●]. If any concern you raise is not satisfactorily resolved, we can provide information on other complaint procedures that may be available to you.

Notice to California Residents

California residents have the privacy rights listed below. The rights granted under the California Consumer Privacy Act and Shine the Light are not the same. To exercise your rights, you will need to follow the directions specific to each law.

California Consumer Privacy Act (“CCPA”)

Please note that the CCPA provides certain exceptions with respect to the personal information we collect in connection with providing products or services to, or receiving products or services from, other businesses. Similarly, it does not apply to information we collect in the context of a person’s role as a job applicant, employee, contractor, officer or director of Mold-Masters. If the personal information we have about you was collected in any of these contexts, you may not have any or all of the privacy rights listed below in connection with that personal information.

Collection, Use and Disclosure of Your Personal Information in the Past 12 Months

The CCPA requires that we make certain disclosures about our general collection, use and disclosure of California consumer personal information over the past 12 months. Accordingly, in the past 12 months:

- We collected the categories of personal information detailed in “What Personal Information We Collect” from the sources detailed in “What Personal Information We Collect” for the purposes detailed in “How We Use Personal Information”.
- We did not sell any personal information, as we understand the term “sale” in the CCPA and its implementing regulations.
- We disclosed to the entities described in “How We Share Personal Information,” the following categories of personal information: A. Identifiers, B. Personal information listed in the California Customer Records statute, D. Commercial information, F. Internet or other similar network activity, G. Geolocation data

You have the right to request to know more specific disclosures about your personal information as detailed under “Request to Know” below.

California Privacy Rights

You have the following privacy rights under the CCPA:

- **Request to Know.** You have the right to request to know the following information about our practices over the past 12 months: (i) the categories of personal information we collected about you; (ii) the categories of sources from which we collected the personal information about you; (iii) the categories of third parties with which we share personal information, (iv) the categories of personal information we sold or disclosed about you and for each category, the categories of third parties to which we sold or disclosed that particular category of personal information; (v) our business or commercial purpose for collecting or selling your personal information; and (vi) the specific pieces of personal information we collected about you.

You may exercise your right to request to know twice a year, free of charge. If we are unable to fulfill your request to know, we will let you know the reason why. Please note, in response to a request to know, we are prohibited from disclosing your Social Security number, driver’s license number or other government-issued identification number, financial account number, any health insurance or medical identification number, an account password, security questions or answers, and unique biometric data generated from measurements or technical analysis of human characteristics.

- **Request to Delete.** You have the right to request that we delete the personal information that we have collected from you. We may deny your request under certain circumstances, such as if we need to retain your personal information to comply with our legal obligations or if retaining the information is necessary to complete a transaction for which your personal information was collected. If we deny your request to delete, we will let you know the reason why.

- **Right to Non-Discrimination.** If you choose to exercise any of these rights, we will not discriminate against you in any way. If you exercise certain rights, understand that you may be unable to use or access certain features of our Website.

If you would like to make a Request to Know or Request to Delete or are an authorized agent of a California consumer who would like to make such a request, contact us at 1-800- 833-496-1947 or complete our “California Privacy Rights Request Form” available <https://privacyportal.onetrust.com/webform/6310009a-6606-45b3-a71d-548d469d92c5/0d1662bd-b5bd-4104-90f9-ed6921e67ac1>.

We will take steps to verify your identity before processing your request to know or request to delete. We will not fulfill your request unless you have provided sufficient information for us to reasonably verify that you are the individual about whom we collected personal information. We will only use the personal information you provide to verify your identity and to process your request, unless you initially provided the information for another purpose.

You may use an authorized agent to submit a request to know or a request to delete. When we verify your agent’s request, we may verify both your and your agent’s identity and request a signed document from you that authorizes your agent to make the request on your behalf. To protect your personal information, we reserve the right to deny a request from an agent that does not submit proof that they have been authorized by you to act on your behalf. You may also make a verifiable consumer request on behalf of your minor child.

Shine the Light

California residents may also request information from us once per calendar year about any personal information shared with third parties for the third party’s own direct marketing purposes, including the categories of information and the names and addresses of those businesses with which we have shared such information. To request this information, please contact us at privacy@moldmasters.com or by postal mail sent to Mold-Masters (2007) Limited, Attn: General Counsel, 233 Armstrong Avenue, Georgetown ON, L7G 4X5 Canada. Your inquiry must specify “Shine the Light Request” in the subject line of the email or the first line of the letter, and include your name, street address, city, state and ZIP code.

Changes to Our Policy

We may make changes to this Policy at any time. When we make changes to this Policy, we will revise the “Last Updated Date” at the top of this Policy. If the changes are material, we will endeavor to notify you in advance of such changes taking place. If you object to any modification, your sole recourse is to notify us that you do not agree and stop using the Websites and providing us with your personal information.

Contact Us

If you have any questions regarding our Privacy Policy, you may contact:

Mold-Masters (2007) Limited.

Attn: General Counsel

233 Armstrong Ave

Georgetown ON

L7G 4X5

Canada

Email: privacy@moldmasters.com