

AI WorkPlace Privacy Statement

Updated: November 2025

1. Introduction

This privacy notice (“Notice”) describes how 1563847 B.C. Ltd (hereafter “AI WorkPlace”). collects, uses, discloses, transfers, stores and otherwise processes personal information relating to our customers, (“Personal Information”) in the course of its activities described below.

AI WorkPlace as a Service Provider

AI WorkPlace provides cloud-based services to its customers pursuant to a written agreement (“Cloud Service”). Our customers and their authorized users upload and store personal information on the Cloud Service (“Customer Personal Information”). AI WorkPlace processes Customer Personal Information in its cloud-based solutions on behalf of its customers and only in accordance with their written instructions. AI WorkPlace is acting as a “processor” or as a “service provider” with regard to Customer Personal Information. Therefore, this Notice does not apply to Customer Personal Information.

For detailed information related to an AI WorkPlace customer using AI WorkPlace Cloud Service as a “controller”, you should contact the AI WorkPlace customer directly or refer to their privacy notice. In particular, if your Personal Information has been submitted to us on behalf of an AI WorkPlace customer and you wish to exercise your rights under applicable privacy laws, please direct your requests to the AI WorkPlace customer. If you contact AI WorkPlace for these purposes, we are required to inform the relevant AI WorkPlace customer of your request (to the extent that we can identify them from the information you have provided).

Supplemental Privacy Notices

We supplement this Notice with the following specific notices:

- **Cookie Notice** This notice applies in connection with our use of cookies and other tracking technologies.

Table of Contents

We recommend that you read this Notice in full to ensure that you are fully informed about the manner in which we collect and use or otherwise process your Personal Information. You can also refer to a specific section of this Notice by clicking on the relevant link below:

- [2. Personal Information We Collect](#)
- [3. How We Use Your Personal Information](#)
- [4. Cookies and Other Technologies](#)
- [5. With Whom We Disclose Your Personal Information](#)
- [6. How We Protect Your Personal Information](#)
- [7. Retention of Personal Information](#)
- [8. Your Privacy Rights](#)
- [9. International Transfers](#)
- [10. Contacting us](#)
- [11. Modifications to the Notice](#)

2. Personal Information We Collect

The table below describes the categories of Personal Information that we collect and the situations in which we collect it.

Situations where we collect Personal Information	Types of Personal Information
<p>If you access or use our websites, digital resources, services, training platforms, emails or other AI WorkPlace digital properties (“Resources”).</p> <p>This may include situations where: you request customer support; you act as</p>	<p>Contact Information, professional information.</p> <p>It may include your first and last name or a nickname; your telephone number; your business email address; your job function/title; your country; your organization name; your work location;</p>

<p>an authorized user for our Cloud Service and related services (professional services, support, training); you express an interest in obtaining information regarding our Cloud Service or related services; you are using the “Contact Us” section on our websites; you download content from the AI WorkPlace resources center; you contact AI WorkPlace for a demo of the Cloud Service, an event, a webinar or any other promotional activity; you use AI WorkPlace’s chat; you answer a survey or a questionnaire or you voluntarily provide feedback.</p>	<p>your bio, and whether or not you are acting on behalf of a current customer.</p>
<p>If you attend an event that we host or where we participate.</p>	<p>Contact information, professional information. It may include the Contact information described above as well as badge information or your image.</p>
<p>Third-party providers from whom we have purchased contact lists or with whom we participate at an event. We may also collect Personal Information from our business partners.</p>	<p>Contact information, professional information.</p>
<p>If you visit our offices.</p>	<p>Contact information, professional information.</p>

<p>If you visit our Resources, we automatically collect information through the use of cookies and other tracking technologies as described in the AI WorkPlace Cookie Notice</p>	<p>Internet or other electronic network activity information including browsing history, search history and information regarding your interactions with our Resources.</p> <p>This information may include: the amount of time spent on a page, whether you are a unique or repeat visitor, and the pages or features you engage with, your Internet Protocol (IP) addresses and approximate geolocation information, browser type and language, Internet service provider (ISP), referring and exit pages, operating system, and date/time stamp.</p>
<p>If you are an authorized user of our customers, we collect information relating to the configuration, the use and the consumption of our Cloud Service.</p>	<p>Internet or other electronic network information including but not limited to, information regarding your interaction with our Cloud Service.</p> <p>This might include information obtained from APIs (Application Programming Interface); information about authorized users such as email addresses, user names, IP addresses (or proxy server information), user identifier, time stamp associated with your usage, browser information, operating system type and version, internet service provider, device identifier, device model, user agent, business function, logs, page and files viewed or aggregated usage information.</p>

<p>If you use our training Resources on AI WorkPlace, we may collect usage information.</p>	<p>Internet or other electronic network information, including but not limited to, information regarding your interaction with AI WorkPlace. This may include browsing information, as well as information regarding your use of our training resources (e.g. training completed, time spent on each training item, quiz answers, etc.).</p>
<p>If you have a phone conversation, participate in an online meeting, or join a video conference with AI WorkPlace (for sales or customer support purposes).</p>	<p>Content of the communication with us.</p>
<p>If you are working for an AI WorkPlace customer or otherwise an AI WorkPlace business partner (i.e. supplier).</p>	<p>Contact information, payment and billing information (such as the billing information of your company).</p>
<p>We may use third-party applications when you use our Cloud Service, including YouTube API Services. You may choose to connect with such third-party applications when you use our Cloud Service. We will process your Personal Information to enable your use of the third-party application through the Cloud Service and in accordance with this Notice. Your use of third-party applications shall also be subject to the third-party's privacy</p>	<p>Contact information.</p>

Notice, such as the Google Privacy Notice .	
When we are building a profile about your preferences, characteristics or behaviors in relation to our Resources or Cloud Service.	Inferences drawn from any of the above categories of information to create a profile about your preferences.

3. How We Use Your Personal Information

We generally process your Personal Information for our business purposes that help us fulfill a request or a contractual obligation, promote our services or otherwise conduct our business.

Purposes and description	Legal basis
<p>Handle contact and assistance requests.</p> <p>If you have contacted us for information regarding our Cloud Service and related services, for assistance (technical product support, professional services, customer success or any other type of assistance), for partnerships or for any other information. This includes requests made via the AI WorkPlace website, or via emails.</p>	<p>Legitimate interests (perform a contract with your company; fulfill your request and communicate with you)</p>

<p>Operate and maintain our Resources.</p> <p>We process your Personal Information to operate and maintain our Resources and to provide you with the content you access and request.</p>	<p>Legitimate interests (provide you with content on our Resources).</p>
<p>Improve our Resources</p> <p>This may include: tracking your browsing preferences, performing data analysis on an aggregated form, gathering insight on the effectiveness of our marketing campaigns and advertisements.</p>	<p>Legitimate interests (provide you with relevant and efficient Resources across your overall user experience).</p>
<p>Provide you with personalized recommendations when you are visiting our Resources.</p> <p>When we use Personal Information for this purpose you may expect to be presented with more engaging and relevant content than without the use of personalization.</p> <p>This implies that we may create a profile about you, based on device and usage information as well as the inferences drawn from those categories, to reflect your preferences.</p>	<p>Legitimate interests (provide you with relevant and efficient Resources across your user experience) or consent (where required by applicable laws)</p>
<p>Send you communications or updates</p>	<p>Legitimate interests (perform a contract with your company, send you</p>

<p>We may inform you about AI WorkPlace's latest product announcements, software updates, security and technical notices and upcoming events or provide tailored advertising or marketing about us.</p>	<p>communications related to your subscription, perform direct marketing activities) or consent (where required by applicable laws)</p>
<p>Assess new customer or partner opportunities.</p> <p>We process your Personal Information, in particular contact information, to identify new customer or partner opportunities, based on our legitimate interests.</p>	<p>Legitimate interests or consent (where required by applicable laws)</p>
<p>Manage events participation.</p> <p>If you have registered to participate in an event, a contest, a webinar or other marketing or business event, we will process your Personal Information (mainly business contact information).</p>	<p>Legitimate interest (manage and administer your participation in the event).</p>
<p>Operational and security purposes.</p> <p>We may process your Personal information to detect and prevent fraud or bugs on our Resources and Cloud Service or to enhance the efficiency of our resources and Cloud Service operations to the extent necessary for our legitimate purposes.</p>	<p>Legitimate interests (operate and maintain the security of our Cloud Service and Resources, network and information security; perform a contract with your company).</p>

<p>Request your feedback.</p> <p>We might process your Personal Information to collect your feedback on your use of the Resources, Cloud Service or related services.</p>	<p>Legitimate interests or consent (where required by applicable laws).</p>
<p>Training, quality assurance or administration purposes.</p> <p>We may process your Personal Information, including recording phone calls for those purposes.</p>	<p>Legitimate interests (maintain high quality in the services provided to our users) or consent (where required by applicable laws).</p>
<p>Manage customer and user accounts</p> <p>We may process your Personal Information to collect and perform payments, to communicate with you or otherwise for customer or partner relationship management.</p>	<p>Legitimate interests (perform a contract with your company)</p>
<p>Comply with legal obligations.</p> <p>We process your Personal Information to cooperate with government authorities or competent courts, to respond to lawful requests, to communicate with you where required by law or for auditing purposes.</p>	<p>Legal obligations.</p>

<p>Corporate transactions.</p> <p>This may include sales, mergers, acquisitions, reorganizations, bankruptcy and other corporate events.</p>	<p>Legitimate interests or legal obligations.</p>
<p>Other legitimate business purposes.</p> <p>This may include situations where we analyze trends on the use of our Resources or our Cloud Service, based on aggregated usage information, or ensure that we meet the demands of our customers.</p>	<p>Legitimate interests.</p>
<p>When you agree to have your Personal Information collected and processed.</p> <p>Your Personal Information will then be used for one or more of the above purposes.</p> <p>There may also be situations where you have provided Personal Information for one purpose, and we later need to use this information for a secondary purpose. In such instance, we will seek your consent where required by applicable laws.</p>	<p>Consent (where required by applicable laws).</p>

Artificial intelligence (“AI”) capabilities. Our processing of Personal Information for the purposes and legal basis described in the table above also include the use of automated

methods of processing, including profiling (including artificial intelligence and generative intelligence capabilities), which may be used to analyze your Personal Information, determine trends or create AI-generated answers or other content. For example, we may use AI capabilities to streamline processes and improve efficiency, such as generating summary transcripts of conversations. These tools are only used to assist our teams, and all decisions are thoroughly reviewed under human oversight to ensure accuracy and fairness.

4. Cookies and Other Technologies

AI WorkPlace's websites may use "cookies" and other technologies. For more information about those technologies, please visit our [Cookie Notice](#)

5. With Whom We Disclose Your Personal Information

We only disclose and share your Personal Information as follows:

With service providers. AI WorkPlace discloses your Personal Information with service providers with whom it has contracted in order to provide services on behalf of AI WorkPlace. These providers will access and process your Personal Information only as instructed by AI WorkPlace. This may include customer relationship management, marketing purposes, billing purposes, data analysis, information security, technical support, customer services or any other business purpose described in this Notice.

With business partners. From time to time, AI WorkPlace may partner with other companies to support its business. This may include resellers, referral partners, social networks or event sponsors. In such instances, your Personal Information will be processed separately by those partners and will be subject to the respective partner's or sponsor's privacy Notice. For instance, if you purchase or specifically express interest in a jointly-offered product, promotion or service from AI WorkPlace, if you attend an event or webinar, AI WorkPlace may share Personal Information about you collected in connection with your purchase or expression of interest with our joint partner(s). AI WorkPlace does not control its business partners' use of your Personal Information, and their use of the information will be in accordance with their own privacy policies. If you do not wish for your information to be shared in this manner, you may choose not to purchase or specifically express interest in a jointly offered product or services.

With Advertising and analytics partners. We may share your information collected through the use of cookies and other tracking technologies with advertising and analytics networks or technology providers as set forth in our [Cookie Notice](#).

With Professional advisers. In some instances, we may share your Personal Information with professional advisers including lawyers, bankers, auditors or accountants.

Where required by laws. AI WorkPlace may share your Personal Information if required to respond to lawful requests, to protect its rights and property, to protect the interests of its customers or to enforce the terms of its terms of use.

Where necessary for business transaction purposes. If AI WorkPlace goes through a merger, an acquisition, a sale of all or a portion of its assets, your Personal Information may be included in the assets involved in the transfer.

6. How We Protect Your Personal Information

AI WorkPlace takes technical, physical and organizational measures to safeguard your Personal Information. These safeguards are designed to prevent the loss, theft, unauthorized access, use, disclosure, alteration or destruction of your Personal Information and are commensurate to the sensitivity of the information.

For instance, AI WorkPlace ensures that its personnel processing Personal Information is bound by appropriate obligations of privacy and confidentiality and access to Personal Information by AI WorkPlace personnel is performed on a need-to-know basis.

7. Retention of Personal Information

AI WorkPlace will retain your Personal Information for the period necessary to fulfil the purpose for which it was intended, as outlined in this Notice unless a longer period is required by law.

8. Your Privacy Rights

You may have certain rights relating to your Personal Information, subject to domestic data privacy laws. This may include:

- the right to access and receive a copy of your Personal Information, or specific pieces of Personal Information, in a readable format.
- the right to know the categories of sources from which your Personal Information was collected.
- the right to know the categories of third parties with whom your Personal Information was shared.
- the right to rectify inaccurate or outdated Personal Information we hold about you and to ensure that it is complete.

- the right to erase your Personal Information, under specific circumstances.
- the right to restrict the processing of your Personal Information.
- the right to ask us to transfer your Personal Information to another controller, when technically feasible, in a format commonly used.
- the right to object to the processing of your Personal Information, when the processing of your Personal Information is based on our legitimate interests or when used for direct marketing purposes. In particular, if you do not want to be on our mailing list, you can opt out with a request in writing.
- the right to opt out of certain disclosures of your Personal Information to third-parties.
- the right not to be subject to a decision based solely an automated decision-making, including profiling, which produces legal effects or otherwise significantly affects you (“Automated Decision Making”) ; and
- the right to lodge a complaint before a regulator or a supervisory authority about our processing of your Personal Information.

In order to exercise your rights with regard to your Personal Information in our possession, please contact privacy@aiworkplace.ai . AI WorkPlace will treat your request in accordance with applicable domestic laws.

AI WorkPlace will not discriminate against you for exercising your rights described above or offer you financial incentives related to the use of your Personal Information.

9. International Transfers

AI WorkPlace may have facilities and employees in different countries around the world. This includes Canada and the US. We may also partner with third parties located or that host your Personal Information on our behalf outside of your state or province in order to conduct our business. For instance, most of our service providers host your Personal Information in the US. Therefore, your Personal Information may be transferred and/or accessed outside your country or province of residence. When we send your Personal Information across borders, we will process it only for the purposes outlined in this Notice and we will take steps to ensure that your Personal Information is adequately protected abroad.

10. Contacting us

If you have any questions about this Notice or AI WorkPlace's privacy practices, please contact us by email to privacy@aiworkplace.ai or in writing to:

1563847 B.C. Ltd.
115 – 250 Schoolhouse Street
Coquitlam, BC V3K 6V7

11. Modifications to the Notice

AI WorkPlace may update this Notice from time to time in order to reflect changing practices or requirements of applicable privacy laws. The legend at the top indicates when this Notice was last revised. We encourage you to regularly review this Notice to stay informed of AI WorkPlace's processing of your Personal Information.