

Privacy Statement
SubSpace Communications Inc.

Privacy Policy:

At SubSpace Communications Inc. ("SubSpace"), we respect and uphold an individual's right to privacy and to protection of his or her personal information. Should you choose to provide personal information to us, we use stringent security safeguards to ensure that your information is protected. We protect and control the collection, use and disclosure of personal information of individuals that visit our Web site(s) and/or subscribe to any of our services, in accordance with applicable Canadian privacy laws.

This policy applies to all visitors and service subscribers of SubSpace Communications Inc. web site(s). We take reasonable steps to ensure that the personal information you provide online or in person is secure. However, as the security of electronic systems or e-mail cannot be guaranteed, we do not recommend sending sensitive personal information (e.g social insurance numbers) electronically.

Other sites to which we provide links may be governed by different policies. SubSpace Communications Inc. does not assume responsibility for the content or information practices of these other service providers or their Web sites, and we strongly encourage all visitors to review the privacy statements and policies of all externally-linked sites.

Definitions

"Personal information" for the purposes of this policy means information about an identifiable individual, including information such as your name, address, e-mail address, personal health information, and other information, such as resume or employment-related information, that you may choose to voluntarily provide to SubSpace Communications Inc. by e-mail, through our Web site(s), standard mail service, courier, via the telephone or in person. More specifically; it means information about an identifiable individual as defined by The Office of the Information and Privacy Commissioner of Ontario and The Personal Information Protection and Electronic Documents Act (PIPEDA). It does not include aggregate information which cannot be associated with a specific individual and it does not include the name, title, business address, or business telephone number or other contact information about an individual at a place of business.

"Customer, subscriber, client" for the purposes of this policy means a person or organization that engages SubSpace Communications for the purchase and/or provisioning of any products or services.

"Visitor" for the purposes of this policy is an individual or an organization other than customers, subscriber or clients of SubSpace Communications Inc.

Purposes for Collection, Use, and Disclosure

SubSpace Communications Inc. collects personal information from you when you voluntarily provide it through your access and use of our Web site(s), email requests or verbal correspondence. For example, we may collect your personal information when you choose to: (i) subscribe to any of our services, (ii) request service or product support, (iii) participate in online contests, surveys or polls, or request e-mail updates; (iv) provide us with feedback or send us an e-mail through the Contact Us section; (v) register for interactive portions of this Web site that may be offered; or (vi) submit an online job application to us. By providing your personal information to us electronically or other wise, you consent to the collection, use and disclosure of your personal information as described in this Privacy Statement.

We use personal information for the purposes for which you provide it to us, and as permitted or required by law. In particular, we use personal information that you provide electronically or other wise for purposes that include: (i) order fulfilment, (ii) administering online contests, promotions, surveys or polls in which you choose to participate; (iii) processing your requests for, and sending you, e-mail updates and any other information you have requested about our products and services; (iv) responding to your feedback, questions and comments about us and our products and services; (v) completing and administering your registration for interactive portions of our Web site; (vi) evaluating, processing and responding to your online job applications, and retaining such applications for present and future consideration; (vii) understanding how we can improve the Web site and our products and services; and (viii) assessing Web site use and traffic.

When you browse through our Web site, you do so anonymously. SubSpace Communications Inc. does not collect personal information about you unless you voluntarily provide it to us by interacting with the site or submitting an inquiry to us, with the exception on “cookies”

Member "Log-in" to restricted areas

When you interact with our Web site the first time, so as to access areas of those sections of the SubSpace Communications' Web site which are restricted to subscribers, we may ask you to register and/or sign in and will collect certain personal information from you. SubSpace Communications Inc. collects this information for the purpose of enabling subscriber access to these restricted areas. Access is granted by submitting certain personal information for authentication.

Submitting Inquiries

When submitting an inquiry we may ask for certain personal information such as your name, e-mail address, and so on, to enable us to respond to your inquiries in as thorough

a manner as possible. Inquiries can be submitted through email, standard mail service, courier, via the telephone or in person.

Consent

Unless we hear otherwise from you, we assume that your interaction with SubSpace Communications Inc. by e-mail, through our Web site(s), standard mail service and courier, via the telephone or in person constitutes consent for SubSpace Communications Inc. to collect, use, and disclose personal information for the purposes stated in this Policy.

You may refuse or withdraw consent at any time, subject to legal and contractual restrictions and reasonable notice.

You may refuse or withdraw your consent by contacting us at privacy_officer@subspace.ca. Our Privacy Officer will explain your options and any consequences of refusing or withdrawing consent, and will record your choices.

Limiting Collection

We collect personal information only for the purposes identified above.

Limiting Use, Disclosure, and Retention

We do not use or disclose personal information for any purposes other than those for which it was collected, except with your consent or as required by law. We do not sell, lease, or trade information about you to other parties. Personal information is retained only as long as is necessary for the fulfillment of the purposes for which it was collected, or as required by law.

Where personal information is disclosed to third parties for the fulfillment of any purposes identified above, SubSpace Communications Inc. will make all reasonable efforts (*e.g. contractual agreements*) to ensure that the third party has appropriate security procedures in place for the protection of the personal information being transferred.

We may disclose your personal information with your prior consent or as permitted or required by law.

Accuracy

SubSpace Communications Inc. will make all reasonable efforts to ensure that personal information is as accurate, complete, and current as required for the purposes for which it was collected. If you find any inaccuracies in our information, please inform us and we will make the appropriate corrections promptly.

Safeguards

SubSpace Communications Inc. uses appropriate security safeguards to protect your personal information from risks such as loss, misuse, unauthorized access, disclosure, or alteration. Safeguards include physical, administrative, and electronic security measures.

Access

You have the right to access your personal information under the control of SubSpace Communications Inc. Upon request in writing to the Privacy Officer at the address listed below, you will be informed of the existence, use, and disclosure of your personal information and you will be given access to that information. In certain exceptional situations, SubSpace Communications Inc. may not be able to provide access to certain personal information that it holds about you. For example, SubSpace Communications Inc. may not provide access to personal information if doing so would reveal personal information about a third party. If access cannot be provided, SubSpace Communications Inc. will notify you, in writing, of the reasons for the refusal.

Website Privacy

The nature of the Internet is such that it passively and automatically collects certain information about a user's traffic patterns linked to their Internet Protocol (IP) addresses. These are unique Internet "addresses" assigned to all Web users by their Internet Service Providers (ISP). IP addresses are automatically logged by Web servers. While the IP address does not identify an individual on its face, it may, with the cooperation of the ISP, be used to locate and identify an individual using the Web. In instances of criminal malfeasance, SubSpace Communications Inc. may share IP addresses with appropriate investigative bodies authorized to investigate breaches of security.

Links to other sites

This website contains links to third party sites. SubSpace Communications Inc. is not responsible for the collection of personal information or the security or privacy of such information on third party sites.

Use of Cookies

As with many other Web sites, our site may make use of session and permanent "cookie" technology. Cookies are small text files that contain a unique identification number that is automatically deposited on a visitor's computer. This information helps us determine, in the aggregate, the total number of visitors to the site on an ongoing basis and the types of Internet browsers (e.g. Netscape Navigator or Internet Explorer) and operating systems (e.g. Windows or MacIntosh) used by our visitors. This information is used to facilitate and enhance your online visits. We do not cross-reference the information automatically collected through "cookies" with any type of personal information that is voluntarily offered on or through this Web site.

The use of cookie technology is common on the Internet, and many Internet browsers are initially configured to accept cookies automatically. If you would prefer not to accept cookies, you can set your Internet browser to notify you when your computer is receiving a cookie or to refuse cookies automatically. To re-adjust your Internet browser's cookie options, please refer to the instruction documentation of your particular browser, or seek online assistance

Server logs

Our servers automatically log information about visits to this web site in the normal course of establishing and maintaining web connections. The server logs record statistical information, such as visitors' IP addresses, time and duration of visit, and web sites visited. We collect this information so that we may continuously improve our web site content. These statistics are reported in aggregate form only. We do not link server log information to any other data in a way that would enable us to identify individual visitors.

We do not link server log information to any other data, in a way that would enable us to identify individual visitors. However, we may review server logs for maintenance and security purposes (e.g. to detect intrusions into our network). The possibility therefore exists that server log data, which contains visitors' IP addresses, could in instances of criminal malfeasance be used to trace and identify individuals. In such instances, raw data logs would be shared with appropriate investigative bodies authorized to investigate such breaches of security.

Revisions to this Privacy Policy

The development of SubSpace Communications' policies and procedures for the protection of personal information is an ongoing process. Due to changes in technology and legal requirements, we may revise this policy from time to time.

Addressing Your Questions or Concerns

If you have a question regarding this Policy, or a concern or complaint regarding the privacy practices of SubSpace Communications Inc., please contact the Privacy Officer by e-mail at privacy_officer@subspace.ca, or by regular mail at:

SubSpace Communications Inc.
317 Northern Ave, Unit 2
Sault Ste Marie, ON. P6B 4H9
Canada

ATTN.: PRIVACY OFFICER

Applicable Privacy Legislation

For general questions regarding privacy legislation and regulations under which SubSpace Communications Inc. operates, we invite you to visit The Office of the Information and Privacy Commissioner of Ontario <http://www.ipc.on.ca>, and The Personal Information Protection and Electronic Documents Act (PIPEDA) <http://www.priv.gc.ca>.

Revised August 5, 2009