

5, 2020

Privacy Policy

We at Bintec Library Services Inc. ("Bintec") are committed to protecting the privacy of our customers – Libraries using our services ("Customers") and users of our meeScan mobile app – Library Patrons - App Users ("meeScan App Users") and visitors to our websites ("Website Users"). We have therefore created this policy statement (the "Policy") to explain our privacy practices and procedures.

We believe that you should know what information we collect from you, as well as understand how we use, disclose, and protect that information. We believe that you should be able to communicate with us easily to limit the disclosure of any of your personally identifiable information, where practicable, and to address any questions or concerns that you may have. And we will not disclose information to third parties without your consent or as otherwise provided in this Policy.

By subscribing to or using Bintec's services or using Bintec's website or mobile application, you agree to the terms and conditions set forth in this Policy. For other terms and conditions that govern your use of Bintec's services and its website, and mobile application, please review the general Terms of Service – Subscription Service and Terms of Service for Mobile App Users.

The use of information collected through our service shall be limited to the purpose of providing the service for which the Client has engaged Bintec.

1. INFORMATION WE COLLECT

We may collect a limited amount of personally identifiable information (also referred to as "personal data") about users of our services and visitors to our website in order to ensure an enjoyable user experience and seamless communication. When we use the term "personally identifiable information," we mean information that is directly associated with, or could be used to identify, a specific person. Such information includes a name, address, telephone number, email address, or information about activities directly linked to that person which would permit the physical or online contacting of that person.

Our definition of personally identifiable information does not include "aggregate information"—data we collect about a group or category of services or users or customers and from which individual user or customer identities have been removed. Aggregate information—for example, a report that indicates that a certain number of our customers reside in a particular state or region of the United States, or a report on how many of our customers visited particular pages of our website—aids us in understanding trends and customer needs. For example, aggregate information allows us to consider new services or tailor existing services to customer preferences, and to provide aggregate statistics to customers or potential customers.

Bintec does not knowingly collect—either actively or passively—any information, including personal information as defined by the Children's Online Privacy Protection Act, from children under the age of 13. To see how we use, disclose, and protect the personally identifiable information that we collect, please review the rest of this Policy.

Our definition of personally identifiable information also does not include your Internet protocol ("IP") address.

We collect the following types of personally identifiable information through use of our website and mobile applications:

1. Information we collect from Customers

We collect information you give us by completing a web request form or contacting us directly or while being contacted by us —such as your name, billing address, telephone number, email address —in the process of inquiring about, purchasing or use of our service.

2. Information we collect from meeScan App Users

We automatically collect certain types of information whenever you interact with us. For example, when a patron is performing a checkout operation, certain data is being sent through our servers, such as patron name, patron code, email address, item codes and titles, etc. Bintec does not retain this information longer than necessary. As soon as the transaction is finished, all data pertaining the transaction is discarded. The only record of the finished transaction will exist in the library database.

We protect the security of meeScan App Users personally identifiable information during open meeScan transaction transmission of data by using Secure Sockets Layer ("SSL") software, which encrypts information meeScan App Users input or receive, so that no one else can read it as it is transmitted over the Internet.

Bintec does not retain any information related to Library Patrons /meeScan App Users once the "Finish" button is being pressed in the app and the transaction has been finished.

1.3. Information we collect from Website Users

We do not collect any personally identifiable information from website visitors. We only collect "aggregate information" for internal statistical purposes. Our definition of personally identifiable information does not include your Internet protocol ("IP") address.

2. OUR USE OF PERSONALLY IDENTIFIABLE INFORMATION COLLECTED FROM CUSTOMERS

Our Internal Use

In general, we use personally identifiable information to serve our existing and prospective customers and to enhance and extend our customer relationships. By understanding how you use our services and our website, we are able to customize and personalize our interactions with you. More specifically:

We use personally identifiable information for billing purposes, to provide services or complete transactions you have requested, to anticipate and resolve problems with your services, and to create and inform you of products or services from Bintec.

Subject to the license holder agreement, Bintec uses email, telemarketing, and direct mail to inform you about Bintec products or services we think will interest you. If you do not wish to receive these types of communications, you can choose at any time not to continue receiving them by contacting us.

While you may choose not to receive marketing information from us, you will continue to receive bills, customer service-related notifications, and other similar information from us electronically or otherwise. You will also continue to receive communications directly related to each service you purchase or subscribe to.

Our Customer Surveys

Periodically, Customers may be asked to participate in our surveys to help us improve our services. Any personally identifiable information that we may collect from you in a survey will ONLY be used internally by Bintec. And unless otherwise explained in the instructions for a particular customer survey, any personally identifiable information you provide to us for purposes of that survey will be used in accordance with this Policy.

Third-Party Use

Bintec will not disclose personally identifiable information related to Customers to any third parties unless it is necessary for seamless continuance of our services to you and you have been notified of such disclosure.

3. DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION

Because information about our existing and prospective customers is one of our most important business assets, we seek to protect it and keep it confidential. We do not share personally identifiable information with any third parties, nor do we sell it to third parties unless otherwise identified in this policy.

Consent

Bintec will not disclose the Customer's personally identifiable information other than in accordance with this Policy. In general, that means that the Customer must consent to the disclosure in advance. Depending on the service, we may obtain Customer's consent in a number of ways, including:

- In writing;
- Verbally; or
- Online, by clicking on a link or button;

In general, we release personally identifiable information when we believe release is appropriate to do one of the following:

- Comply with the law (e.g., lawful subpoena or court order);
- Enforce or apply our agreements to sell or provide services to you;
- Bill and collect for services; or
- Protect our rights or property (e.g., to address allegations about fraudulent or unlawful activity on a Bintec account)

Disclosure to Unaffiliated Third Parties

We share personally identifiable information collected from Customers with unaffiliated third parties only as necessary to complete a transaction or perform a service that you /Customer have requested. When the unaffiliated third party acts solely on our behalf, Bintec requires that party to follow our privacy practices. Bintec does not sell its customer lists or any personally identifiable information associated with its customers to third parties.

Business Transfers

Information about our meeScan App Users (only aggregate information) and Customers, including personally identifiable information collected from Customers, may be disclosed as part of any merger, acquisition, or sale of company assets. It may also be disclosed in the unlikely event of insolvency, bankruptcy, or receivership in which personally identifiable information would be transferred as one of the business assets of Bintec.

4. CUSTOMER PROPRIETARY NETWORK INFORMATION

Bintec collects and maintains certain customer proprietary network information ("CPNI"). Your CPNI includes the network address, port and other settings necessary to access the library ILS, ILS credentials, location codes, etc.

Bintec does not sell, trade, or otherwise share Customers CPNI with anyone outside of Bintec or with anyone who is not authorized to represent us or to perform functions on our behalf, except as the law may require, or you may authorize.

Protecting your CPNI is important to us. We may use or disclose your CPNI for legal or regulatory reasons such as to respond to a court order, to investigate fraud, to protect our rights or property, to protect against the unlawful use of our services, or to protect other users. You have a right and we have a duty under federal law to protect the confidentiality of your CPNI.

5. SECURITY AND DATA INTEGRITY

We maintain a variety of physical, electronic, and procedural safeguards to guard Customers personally identifiable information and CPNI. Specifically, we use commercially accepted procedures and systems to protect against unauthorized access to our systems. We restrict access to Customers personally identifiable information and CPNI to those employees and contractors—all of whom are covered by this Policy—who need to know that information to provide services to you or otherwise assist you.

We utilize Secure Sockets Layer ("SSL") software, which encrypts all information transmitted between Bintec servers, mobile apps and meeScan stations to protect the security of sensitive and personally identifiable information of our Customers and meeScan App Users.

You can take additional steps on your own to safeguard your personally identifiable information. For example, you should be sure to sign off when finished using a shared computer. And you should always log out of any website after viewing personal account information.

Please be advised that Bintec has no control over or responsibility for the security or privacy policies or practices of other sites on the Internet you might visit, interact with, or from which you might buy products or services, even if you visit them using links from a Bintec website.

6. OUR USE OF "COOKIES"

Bintec may use "cookies" to enhance your use of our website. "Cookies" are small text files placed on your computer's hard drive by a website when you visit that website. These files identify your computer and record your preferences and other data about your visit to a website so that when you return to that site, the site operator knows who you are and can personalize your visit. For example, cookies enable a website shopping cart to function so that you only have to check out once. Consequently, cookies are often tied to the use of personally identifiable information while using our website. If you choose not to accept the use of cookies, your use of our website may be impaired.

Cookies allow us to do the following:

- Complete transactions you have requested;
- Collect information to determine which services and sections of our website are most and least popular; and
- Personalize our website and make recommendations to you based on services you have used in the past;

We do not use cookies to store credit card information. Bintec does, however, use cookies to store login information (including passwords) for customers who choose the option of storing such information on their computers.

We also use a session-based cookie to maintain continuity of navigation for you when viewing our website during a particular on-line session. After closing the browser, the session cookie simply terminates; it is not stored on your computer's hard drive thereafter.

You can block cookies from your computer using your web browser's settings (see below):

Microsoft Internet Explorer

Click the gear icon to the right of the address bar and select "Internet Options". Select the "Privacy" tab, and you can move the slider to "High" or "Block All Cookies". In order to delete cookies, select the "General" tab, and under the "Browsing history" section, click "Delete...".

Make sure "Cookies" is selected, and click "Delete" to delete cookies. Click "OK" when you are finished making your changes.

Mozilla Firefox

Click the "Firefox" menu on the upper-right corner of your browser and select "Options". Select the "Privacy" tab, and under the "History" section, select "Never remember history" or "Use custom settings for history". If you select "Use custom settings for history", you can deselect "Accept third-party cookies" or "Accept cookies from sites". In order to delete cookies, click "Show Cookies", scroll to the particular cookies you would like to remove, and click "Remove Cookie", or click "Remove All Cookies" to remove all cookies. If your history setting is set to "Never Remember history", click "clear all current history", make sure "Cookies" is selected, and click "Clear Now". Click "OK" when you are finished making your changes.

Apple Safari

Click the gear icon to the right of the address bar and click "Preferences...". Select the "Privacy" tab, and under the "Block cookies" section, you can select "From third parties and advertisers" or "always". In order to delete cookies, click "Details...", scroll to the particular cookies you would like to remove, and click "Remove Cookie", or click "Remove All" to remove all cookies.

Google Chrome

Click the wrench icon to the right of the address bar and select "Settings". Click "Show advanced settings...", scroll down to the "Privacy" section, and click "Content settings". Under the "Cookies section", you can select "Block sites from setting any data" or "Block third-party cookies and site data" to prevent cookies from being set. In order to delete cookies, click "All cookies and site data", scroll to the particular cookies you would like to remove, and click "x" to the right of the cookies, or click "Remove all" to remove all cookies. Click "OK" when you are finished making your changes.

7. OUR USE OF BANNER ADS

We may use third-party advertising companies to place advertisements about Bintec products and services on other websites. These advertising companies may use cookies, web beacons, or other technologies to measure the effectiveness of our ads. The advertising companies may use anonymous information about your visits to our and other websites in order to measure advertising effectiveness and offer selective ad content. But they use an anonymous identifier, such as a number, to identify you. They do not link to or collect any personally identifying information. The use of such cookies, web beacons, and other technologies is subject to the advertising companies' privacy policies, not the Policy of Bintec. If you wish to not have this information used for the purpose of serving you targeted ads, you may opt-out by contacting us or by following the instructions to block cookies using your web browser settings, as described above. Please note this does not opt you out of being served advertising; you will continue to receive generic ads.

8. SOCIAL MEDIA FEATURES

Our website may include Social Media Features, such as the Facebook or Twitter buttons. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the third party company providing them.

9. REFERRAL PROGRAMS

If you choose to use our referral programs to refer someone to our site, we will ask you for the intended recipient's name, email address, and phone number. Bintec will store and use this information to send emails inviting him or her to visit the site. Bintec stores this information for the

sole purpose of sending the emails and tracking the success of our referral program. Your referral may contact us here to request that we remove this information from our database.

10. BLOGS AND FORUMS

Our website may offer publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, please contact us. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

11. TESTIMONIALS

With your input and your consent, we may post a customer testimonial by you on our website, which may include your name, industry, company, title, or other identifying information. If you want your testimonial removed please contact us.

12. ENFORCEMENT

Bintec regularly reviews its compliance with this Privacy Policy. Please contact us with any questions or concerns regarding this Privacy Policy or Bintec's treatment of personal information. When we receive formal written complaints, it is Bintec's policy to contact the complaining customer or user regarding his or her concerns.

13. UPDATING OF OUR POLICY

Bintec will revise or update this Policy if our practices change or as we change existing services, add new services, or develop better ways to inform you of services we think will interest you. If we make any material changes, we will notify you by email (sent to the email address specified in your account) or by means of a notice on this website prior to the change becoming effective. You should refer back to this page for the latest information and the effective date of any changes.

14. CONTACTING US

If you have any questions, comments or concerns about this Policy, please email us at libraries@bintec.ca, or call us at 1 (888) 510-7095.