



## PRIVACY POLICY

### Neptronic - Who we are

Neptronic, a division of National Environmental Products Ltd. (“Neptronic”), is a private corporation that designs, manufactures and distributes Canadian-made products for the HVAC (heating, ventilation, and air conditioning) industry. The Neptronic product line includes intelligent controllers, electronic actuators, actuated valves, humidifiers and electric duct heaters which are sold to our customers around the world through our exclusive and solid distribution network. Neptronic sells its products almost exclusively to businesses rather than individual customers.

### Our Commitment to the Protection of Personal Information

At Neptronic, we acknowledge the importance of protection of personal information and an individual’s right to privacy. Neptronic is committed to protecting the personal information it collects, uses and discloses in the course of operating its business. That is why we adopted this policy, which describes our practices to protect your personal information and privacy.

### Scope

This Privacy Policy only applies to personal information about identifiable individuals and outlines how Neptronic collects, uses and discloses personal information about identifiable individuals in compliance with the *Act respecting the protection of personal information in the private sector* (Quebec) (the “Act”).

For the purpose of this Privacy Policy, “**Personal Information**” refers to any information, recorded in any form, whether written, graphic, computerized or other, which relates to an individual and allows that individual to be directly or indirectly identified, whether such information is held by an organization itself or by a third party.

Personal Information does not include certain contact information that enables an individual to be contacted at a place of business (“**Business Contact Information**”). Business Contact Information includes an individual’s name, position name or title, business telephone number, business address, business email address, business fax number, and may include other similar business information. Furthermore, it does not include information about a customer’s business and/or information sent to us by any technological means related to any projects or business opportunities.

It is important that you read this Privacy Policy together with any other privacy statements or other notices we may provide to you on specific occasions when we are collecting or processing your

personal information so that you are fully aware of how and why we are using your Personal Information.

By providing us with your Personal Information or by using or accessing our websites or our mobile applications, you agree that we may process your personal information in the manner described in this Privacy Policy. Your use of our websites and mobile applications, and any information you provide through them, is subject at all times to this Privacy Policy and the applicable terms and conditions that apply to the websites.

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## **1. Collection of Personal Information**

Nepronic collects Personal Information in a variety of ways including directly from you when you provide it, indirectly from your devices and online use, and from other third parties. We describe these ways in more detail below.

**From you directly:** We may collect Personal Information when you provide your information to us directly. Nepronic may collect information such as:

- Your name, email address, address, country of residence, phone number, your resume, cover letter, qualifications for employment, employment history, education, assessments you complete, and reference and background check information when you apply for a job. This is the case, for example, when you send us your resume via fax, or through our Careers site <https://www.nepronic.com/Carrers/Careers.aspx> or physically whether by mail or in person at our location .
- Any sensitive and/or demographic information obtained during the hiring process such as Social Insurance Number, gender, your citizenship and/or nationality, etc.

- Information relating to any previous applications you may have submitted to Neptronic and/or any previous employment history with Neptronic.
- Banking information for direct deposit purposes, income history, income information, benefits information, and information regarding your beneficiaries.
- Your name, contact information and related information when you visit one of our locations, attend one of our events, or are injured on, or suffer or cause property damage on, Neptronic’s premises.
- Images, movements, actions, or other identifiable information about you, our customers or other visitors may be captured by video equipment monitoring our properties. The purpose of such monitoring is to enhance security, safety and reasonable use and enjoyment by all lawful users of the property.
- Information provided by you when you register for an account to use our websites, including usernames and passwords.

**From your devices, use of our websites and from other sources:** We may collect Personal Information from your devices (including mobile devices), including:

- Through our digital services and our software applications more fully described on our websites:

<http://www.neptronic.com>  
<http://www.humidisoft.com>  
<http://www.neptronicdigital.com>  
<http://www.neptroniccloud.com>  
<http://www.nepconnect.com>

In cases where our software products are used, account log-in information to our secure websites, system and event information relating to their setup, configuration and operation. For example, sensor data, equipment data, data regarding building spaces, energy usage data, fault data, event data, environmental data and other internal or external data, as well as product usage information and product personal data.

- More specifically, after you connect to use our software applications, we may automatically collect usage information from such applications on a periodic basis, including status (such as whether a thermostat is off or on, and details about how it is performing) and aspects of its environment that may affect how it operates (such as input voltage, signal strength, and air temperature). We may also track and collect the software usage data, such as the date and time the software accesses our servers, your interactions with the software and what information has been downloaded to the software.
- Automatically when you use our services on your device. This information may include your media address, type of computer or device, the IP address of your mobile device, screen resolution, operating system name and version, device manufacturer and model,

language, Internet browser type and version, the name and version of the services you are using, your location information, and other statistics.

- Automatically when you use our websites or services, via cookies if you have explicitly consented for our use of cookies.

Cookies are small text files or strings that a website can send to your device in order to identify your web browser and the activities of your computer on the website you are on and other websites. A cookie, by itself, cannot read other data from the computer's hard disk or read other cookie files already on the computer. Cookies can be used to personalize your experience on the website, to assist you in using the website or to allow us to statistically monitor how you are using the website to help us improve our services. You have the ability to accept or decline cookies. If you choose to decline cookies or certain types of cookies, you may not be able to access and/or fully experience the interactive features of the website. When you visit our websites, you will be asked an explicit opt-in consent for our use of cookies. Please see our [Cookie Policy](#).

- In order to serve you better, we may also use a third-party web analytics service such as Google Analytics to help analyze the use of our website. These tools also use cookies to collect and generate information about your visits to our website (including your IP address) that is transmitted to their servers anonymously for processing. The purpose is to study patterns of website activity so we can improve the visitor experience to our sites. The use of these tools does not allow us or our analytics service providers to identify individuals. You may opt out of such activity by setting your browser to notify you when a cookie is sent and block analytics cookies if desired.
- In connection with the use of Neptonic's truck fleet, we use a GPS system on our trucks to obtain geolocation data and driving characteristics data. We use these GPS systems in order to comply with the conduct review policies for heavy vehicle owners, operators and drivers established by the *Société de l'assurance automobile du Québec*. The information gathered identifies our truck drivers, their driving characteristics and their location while driving our company trucks in the performance of their duties.

**From other third parties:** Subject to applicable law, we may also collect Personal Information from various third parties such as our distributors, Original Equipment Manufacturers (OEMs), public databases, consumer reporting agencies, government agencies, and other sources, and we may combine that data with Personal Information we have. For example:

- In connection with job applicants or employees, Neptonic may collect application information from recruiters or information regarding your past employment (including performance information) from former employers. Neptonic may also collect information regarding your citizenship or eligibility to work in Quebec, Canada, or your credit history and/or criminal record if you consent to a credit check or background check and such checks are reasonably required and connected to the position you are applying for.
- We also may receive information about you from other sources, such as public databases, publicly available Personal Information about you from sites such as LinkedIn or your current employer's website. You may also choose to provide us with access to certain

Personal Information stored by third parties (for example, LinkedIn, Twitter, Google or Facebook). By authorizing Neptronic to have access to this Personal Information, you agree that we may collect, store and use this Personal Information in accordance with this Privacy Policy.

- By reference or word of mouth (for example, through a referral from a current or former employee). For referrals, the person who is referring you will be responsible for obtaining your consent to provide us with your Personal Information.

## **2. The Purposes for which we Collect Personal Information**

We identify to you the purposes for which we collect your Personal Information at or before the time of collection. We make this information available to you through this Privacy Policy and in the course of carrying on our business with you. We do not collect, use, or disclose Personal Information for a new purpose that was not previously identified without, first, explaining the new purpose to you and, second, obtaining consent by notifying you of the new purpose and giving you the opportunity to withdraw your consent.

We collect and use Personal Information for many purposes, including to:

- **To manage the application, hiring and recruiting process.** We collect Personal Information of job applicants in order to evaluate the candidate's application and determine whether to offer the candidate a position. Information may be collected from third parties, such as job references, background checks and employment pre-screening providers. If an applicant does not become a Neptronic employee, we typically keep the related information for a reasonable period of time in case a position becomes available or the applicant resubmits an application, unless an applicant asks us to delete his/her information. Candidate background checks are kept for a period of one year. If we hire the applicant, the related information is kept as part of the Neptronic employee's employment file. We do not make hiring decisions based on automated decision-making processes or by the use of artificial intelligence technologies. Your Personal Information will be subjected to human-made decisions as the ultimate hiring decision will be made by the hiring manager.
- **To communicate with the applicant or employee.** We may use your Personal Information to provide information to you, respond to your questions, notify you of changes to your compensation and benefits program, or notify you of emergencies. Neptronic also collects Personal Information in order to assess your performance, conduct pay reviews and handle any employment-related disputes.
- **To comply with recordkeeping requirements.** We may use Personal Information to comply with applicable legally required or industry standard business and employment recordkeeping requirements and to respond to governmental requests for information.
- **To monitor the use of our information systems.** We may use your Personal Information to monitor the use of our information systems and electronic resources, to conduct internal audits or investigations, and for the safety and security of Neptronic employees, visitors, and facilities. We may also use Personal Information to respond to violations of company policies and gather information for disciplinary actions. We may monitor any activity you

perform online while using a Neptronic device or while connected to Neptronic's internet such as monitoring the websites you visit and your activity on those websites. We may also track the emails you send using your Neptronic-provided email address, the phone calls you make using a Neptronic-provided device. We also may use such information to protect Neptronic against illegal activity and misconduct such as fraud, deceptive practices, and security investigations.

- **To improve of our products and services.** We may need to improve and develop our products. From time to time, we may need to process your Personal Information to carry out product innovation and testing, analytics (e.g., Google analytics), market research and development.
- **To maintain secure and safe services and products:** We may need to process your Personal Information to preserve and maintain the security of our websites, networks, systems and premises including protection against fraud and malicious security threats.
- **To create statistics to further our business.** However, these statistics do not contain any information that could potentially identify any individual customer, supplier or others with whom we do business.
- **To address legal and security issues.** More specifically, to defend or protect ourselves, and our employees or third parties, from harm or in legal proceedings, protect our security and the security of our employees and third parties, address legal and regulatory compliance, notify you of safety and security issues and complying with legal and contractual requirements. We may install video cameras or other recording devices in the public-access areas of our premises in order to protect the security of our employees, firm property, and client's confidential information. We will post signs notifying individuals of the existence and purpose of any such recording devices. Our video cameras are motion triggered, have a fixed view, and do not collect audio. Video footage is only accessible to our internal administrators and is retained for 3-12 months, depending on traffic.
- **For permitted purposes.** We may use your Personal Information for other reasons as required or permitted by the Act.

### 3. Limited Use and Disclosure of Personal Information

At times, it may be necessary to disclose your Personal Information to other parties for legitimate purposes. We are committed to always limiting information only to what is required and obtaining your consent, as required.

We do not use or disclose your Personal Information for purposes that are not identified at the time of collection, except with your consent or as otherwise required or permitted by law.

We may disclose Personal Information to third parties, including the following:

- **Within Neptronic.** We may share your Personal Information internally within Neptronic and among Neptronic affiliates for purposes of recruiting and/or evaluating applicants, resource planning, talent retention, human resources, and business administration functions.

All Neptronic employees who access or process Personal Information of job applicants are required to comply with Neptronic's privacy and security policies.

- **Service providers.** We may share your Personal Information with third-party service providers that help us provide and administer our talent and recruiting, human resources, and business functions. Each of our service providers is required to protect the privacy of your Personal Information, and to only handle your Personal Information for Neptronic's purposes (and not for its own purposes).
- **Legal requirements.** We will cooperate with law enforcement and other governmental and regulatory agencies. On rare occasions, we may disclose Personal Information without your knowledge or consent where we have reason to believe we are required or permitted by law to do so (e.g., in response to a warrant or subpoena, in an emergency that threatens life or safety, etc.). When we are required or permitted by law to disclose Personal Information, we take reasonable steps to verify the lawful authority (where applicable) for the request and we disclose only the information that is legally required or otherwise permitted to be disclosed. We may disclose Personal Information for the following legal purposes:
  - (a) if we believe in good faith, we are legally required to disclose that Personal Information or if we are advised to disclose Personal Information by our legal counsel;
  - (b) when necessary to identify, contact, or bring a legal action against someone who may cause or be causing harm to, or interfering with the legal rights of, Neptronic or any other party;
  - (c) for tax and payment purposes for our employees (e.g., provincial and federal taxation authorities);
  - (d) to protect our rights or property, the health and safety of our employees, or the health and safety of others or to respond to an emergency; and
  - (e) to detect and investigate fraud or illegal activity or to respond to a government request.
- **Professional advisors.** We may share Personal Information with our professional advisors, such as our attorneys and accountants, in their capacity as advisors, including for advice on potential or actual litigation matters.
- **Business Transactions.** We may also share certain Personal Information that we hold as part of a commercial transaction or in other situations provided for in the Act. We may provide Personal Information in connection with a due diligence process, or it could be transferred as part of the change in control to subsequent owner(s). Where applicable, we will take steps to require that your Personal Information be treated in accordance with this Privacy Policy and use and disclose it only for the purposes for which it was collected.

## 4. Consent

Neptronic only uses your Personal Information with your consent or as permitted by law. You may give your consent expressly, for stated purposes or implicitly when your consent can be inferred by your actions or by the relevant circumstances.

Neptronic obtains your consent to collect, use, and disclose your Personal Information, when:

- you provide us with your Personal Information, or
- you use our websites, such consent being provided to the extent described in this Privacy Policy, or
- if you are a job applicant, you have sent us your resume via fax, or platforms such as Indeed or LinkedIn, or through our Careers site <https://www.neptronic.com/Carrers/Careers.aspx>, or
- if you are an employee, you have signed the separate written request for consent which was submitted to you in accordance with our internal privacy procedures, or
- we need to use your Personal Information for any purposes beyond the scope of your original consent as identified in this Privacy Policy.

However, we do not obtain your consent for every interaction with you. For example, we do not obtain your consent in some situations provided by law, such as to:

- Comply with a court order or other enforceable request
- Investigate a breach of contract or law
- Prevent, cease or detect fraud

You may vary or withdraw your consent to the use and disclosure of your Personal Information, or opt-out of certain uses and disclosures, subject to legal and contractual restrictions. Please see section 7 “Your rights” below.

If you require any assistance in understanding the scope of the consent being sought or to vary or withdraw your consent, please contact our Privacy Officer as indicated in section 10 below for more information.

## **5. Security Against Personal Information Loss and Theft**

Neptronic makes commercially reasonable efforts to protect your Personal Information. We protect Personal Information using technical and organizational measures designed to reduce the risks of loss, misuse, and unauthorized access, disclosure, alteration, and destruction of Personal Information appropriate to the type of Personal Information processed. For example:

- **Physical measures:** your personal information is subject to restricted access (locking filing cabinets, restricted offices access). This means that only employees who need to know your information in order to carry out their duties have access to it.
- **Technological tools:** electronic data is protected by technological means, such as firewalls, access controls, or encryption.
- **Organizational controls:** we sensitize our personnel to the importance of safeguarding personal information from loss, theft or unauthorized access, use or disclosure.

Despite the measures outlined above and notwithstanding our security safeguards, it is impossible to guarantee 100% security in all circumstances. You have a role to play in protecting your Personal Information. You are responsible for safeguarding the security of any password, user ID, or other forms of authentication involved in obtaining access to password-protected or secure areas of any



Neptronic-owned or licensed platforms. It is your sole responsibility to use the appropriate level of care whenever communicating with us.

If you have reason to believe that your interaction with us is no longer secure, you must immediately notify us of the problem. If a breach of your Personal Information occurs, we will notify you of the breach if and as required under applicable privacy laws and any other applicable law. In order to protect you and your Personal Information, Neptronic may suspend your use of any Neptronic programs or platforms without notice pending an investigation if any breach of security is suspected.

In the event of a confidentiality breach involving Personal Information, Neptronic follows the provisions of the Act in force and takes reasonable measures to mitigate the risks that a breach may cause to the individuals affected by the confidentiality breach. We are not liable for any illegal use of your Personal Information that is beyond our reasonable control.

## **6. Storage and Retention of Your Personal Information**

### **Storage**

Your Personal Information is stored at secure locations at our offices in Montreal and on servers controlled by Neptronic at our offices in Montreal. It may also be stored at the offices of our service providers. Neptronic takes reasonable contractual or other measures to protect customers' Personal Information while processed or handled by these service providers and our corporate affiliates who are responsible and liable if they misuse any Personal Information. Your Personal Information is not stored outside the province of Quebec.

### **Retention for a limited time**

Your Personal Information will be kept as long as needed to carry out the purposes described in this Privacy Policy or as otherwise required or permitted by applicable law.

Generally, this means for employees that your Personal Information will be retained until the end of your employment or work relationship with us plus a reasonable period thereafter to respond to employment or work-related inquiries or to deal with any legal matters, document the proper termination of your employment or work relationship, or to provide you with any ongoing benefits.

In the case of job applicants, if they are not offered a job at Neptronic, their information is kept for a reasonable period in case a position at Neptronic becomes available, or if the applicant reapplies for a job, unless the applicant requests that we delete their information.

When it is no longer necessary for us to maintain your Personal Information, whether based on law or otherwise, we will securely and effectively destroy or permanently erase your Personal Information from our systems.

## **7. Your Rights**

As provided in the Act, you have the following rights regarding your Personal Information:

- **Right to be informed.** The right to be informed about your Personal Information in our possession.
- **Right to access.** The right to access your Personal Information. We will process your request within 30 days or within a longer period as set out by law. You will be notified if the timeframe is longer than 30 days.
- **Right to rectification.** The right to rectify your Personal Information if it is incomplete or inaccurate.
- **Right to erasure.** Individuals have the right to request the deletion of their personal information in certain cases. For example, the right to request de-indexation of your Personal Information, that is, that we cease any dissemination of your Personal Information, subject to applicable legal requirements.
- **Right to data portability.** The right to exercise your right to data portability, which means to access the computerized Personal Information that you may have provided to us, in a structured and commonly used technological format, or to request that such access be granted to a third party.
- **Right to withdraw or change consent.** The right to withdraw or change your consent to our processing of your Personal Information, subject to applicable legal and contractual restrictions.

To exercise these rights, please send a written request to our Privacy Officer.

## 8. Complaints Regarding Confidentiality

Any person who believes that their Personal Information or that of another person has been the subject of (i) access, use or sharing not authorized by the Act or (ii) loss or any other infringement of the protections provided for by the Act, is asked to file a complaint in writing to the Privacy Officer mentioned below.

The complaint must include the relevant details, namely the personal information concerned, the context, the potential or actual harm suffered, or which could be suffered, as well as the relevant dates. The details of the reported incident should be described as accurately as possible so that a response can be provided quickly.

Any employee who receives a complaint must forward it, upon receipt, to the Privacy Officer. After receiving a complaint, Neptronic will comply with its internal complaints handling procedure, in order to handle the complaint fairly.

## 9. Additional Terms Applicable to Data Subjects in the European Union

If you are in the European Economic Area (“EEA”), please note that this section applies to our processing of your Personal Information in addition to the other terms of this Privacy Policy. Any reference to “Personal Information” in this Privacy Policy should be understood as referring to “personal data”, which terms are defined under the General Data Protection Regulation

(“**GDPR**”) as “any information relating to an identified or identifiable natural person (**‘data subject’**); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.”

Neptronic may collect personal data about you when you use our websites. Neptronic as data controller processes your personal data in compliance with the requirements of the GDPR, as amended from time to time.

### **Legal Bases Upon Which We Process your Personal Data**

In connection with our commercial activities outside of the EEA, we process Personal Information with consent except where otherwise permitted or required by law.

In connection with our commercial activities in the EEA, we rely on one of the following legal grounds (as appropriate) to process Personal Information:

- **with your consent:** for example, where you share details for particular purposes;
- **for performing the services or entering a contract with you,** that is, you have requested from us or, upon your request, to take the steps necessary to provide you with such services;
- **to comply with our legal obligations,** when processing personal data is necessary for compliance with a legal obligation to which Neptronic is subject;
- **in the furtherance of our legitimate interests** in maintaining business relationships and communicating with you as a business contact, about Neptronic’s activities and services. We consider that our legitimate interests are in compliance with the GDPR and your legal rights and freedoms.

### **Additional Data Subject Rights**

In addition to the rights described above under section 7, you may in some cases ask us to delete your personal data. You can also object to certain personal data about you being processed and request that processing of your personal data be limited. Please note that the limitation or deletion of your personal data may mean we will be unable to provide the services described above. If you disagree with how we process your personal data, you are also entitled to report this to the competent supervisory authorities in the European Union.

## **10. Contact Us- Privacy Officer**

If you have any questions, complaints, or comments about this Privacy Policy, please contact our Privacy Officer at:

Ms. Alegria Mafoda, Privacy Officer  
Neptronic  
400 Lebeau Blvd.  
Montreal, Quebec, Canada, H4N 1R6  
Telephone: (514) 333-1433  
[confidentiality@neptronic.com](mailto:confidentiality@neptronic.com)

## **11. Changes to this Privacy Policy**

The most current version of our Privacy Policy will be posted on our website at <http://www.neptronic.com>. We may change our Privacy Policy, at any time and at our sole discretion, by posting the amended terms on our website. Changes will be effective immediately upon posting on the website. If you do not agree with the updated terms of the Privacy Policy, you should contact our Privacy Officer. Failing to do so indicates your acceptance of the updated terms of the Privacy Policy. It is your responsibility to regularly review this Privacy Policy.

**Effective Date: November 27, 2024**