

PRIVACY POLICY

AidersPlus Platform / Final — July 22, 2026

AidersPlus Inc. (“AidersPlus,” “we,” “us,” or “our”) is committed to protecting the personal information of all individuals who use our Platform. This Privacy Policy explains what information we collect, how we use and share it, and your rights with respect to that information.

This Privacy Policy applies to all personal information collected by AidersPlus in the course of operating the Platform, whether collected online, by phone, or through other means. It is incorporated by reference into our Terms of Service.

1. Information We Collect

1.1 Information You Provide Directly

- Account registration: name, email address, phone number, username, and password
- Supplier onboarding: business name, banking and payout information (collected and stored by Stripe, not AidersPlus), equipment details, and listing photographs
- Renter bookings: pickup address preferences, special instructions, and communications with Suppliers
- Identity verification: government-issued ID information (collected and processed by Stripe’s identity verification service)
- Communications: any messages you send to AidersPlus or other Users through the Platform
- Feedback, reviews, and ratings you submit

1.2 Information Collected Automatically

- Device and browser information (type, operating system, browser version)
- IP address and approximate geographic location
- Pages visited, time spent on pages, links clicked, and search queries within the Platform
- Referring URLs and exit pages
- Cookies and similar tracking technologies (see our Cookie Policy)

1.3 Information from Third Parties

- Stripe: transaction status, identity verification outcomes, and fraud signals (Stripe’s own privacy policy governs Stripe’s processing of financial information)
- Sharetribe: Platform infrastructure data related to listings, bookings, and user accounts
- Social login providers, if used (see their respective privacy policies)

2. How We Use Your Information

We use your personal information for the following purposes:

- To create and manage your account and verify your identity
- To facilitate rental bookings, process payments, and manage Supplier payouts through Stripe
- To administer card-on-file Deposit arrangements and process damage claims
- To send transactional communications (booking confirmations, receipts, pickup reminders, dispute notifications)
- To send service-related communications (Terms updates, Platform notices, security alerts)
- To send promotional and marketing communications, where you have provided consent in accordance with Canada's Anti-Spam Legislation (CASL). You may withdraw consent at any time by clicking "Unsubscribe" in any marketing email or by contacting info@aidersplus.ca
- To improve the Platform, analyze usage patterns, and develop new features
- To detect, investigate, and prevent fraud, abuse, and violations of our Terms
- To comply with legal obligations and respond to lawful requests from government authorities
- To enforce our Terms of Service and protect the rights and safety of AidersPlus and our Users

3. Legal Bases for Processing

We process your personal information under the following legal bases recognized by PIPEDA and applicable Canadian privacy law:

- Your consent, which you may withdraw at any time (subject to legal or contractual restrictions)
- Performance of a contract between you and AidersPlus (e.g., processing your booking)
- Our legitimate business interests, where those interests are not overridden by your privacy rights
- Compliance with a legal obligation

4. How We Share Your Information

4.1 With Other Users

When a Booking is confirmed, we share your name, contact information, and relevant booking details with the other party to the transaction (Supplier or Renter) to facilitate pickup, return, and communication.

4.2 With Service Providers

We share personal information with third-party service providers who assist us in operating the Platform, including:

- Stripe, Inc. - payment processing, identity verification, and Supplier payouts

- Sharetribe Oy - marketplace platform infrastructure and hosting
- Google LLC - email (Google Workspace), analytics, and other services

These providers are contractually required to use your information only as directed by AidersPlus and to maintain appropriate security safeguards.

4.3 Legal and Safety Disclosures

We may disclose your information to government authorities, law enforcement, or other parties when we believe in good faith that disclosure is required by law, to protect the safety of any person, to prevent fraud, or to enforce our Terms.

4.4 Business Transfers

If AidersPlus is acquired by or merged with another entity, your information may be transferred as part of that transaction. We will notify you before your information is transferred and subject to a different privacy policy.

4.5 We Do Not Sell Your Information

AidersPlus does not sell, trade, or rent your personal information to third parties for their own marketing purposes.

5. Data Retention

We retain your personal information for as long as your account is active or as needed to provide services, comply with our legal obligations, resolve disputes, and enforce our agreements. When you close your account, we will delete or anonymize your personal information within **ninety (90) days**, except where retention is required by law (for example, transaction records for tax purposes). Photo checklist images submitted in connection with a Booking will be retained for **two (2) years** from the Booking completion date for dispute resolution purposes.

6. Your Privacy Rights

Under PIPEDA and applicable Canadian privacy law, you have the following rights with respect to your personal information:

- Access: You may request a copy of the personal information we hold about you
- Correction: You may request that we correct inaccurate or incomplete information
- Withdrawal of consent: You may withdraw consent for optional processing (such as marketing) at any time
- Complaint: You have the right to lodge a complaint with the Office of the Privacy Commissioner of Canada (priv.gc.ca) if you believe we have violated your privacy rights

To exercise any of these rights, contact our Privacy Officer at info@aidersplus.ca. We will respond within thirty (30) days of receiving your request.

7. Security

We implement reasonable technical, administrative, and physical safeguards to protect your personal information from unauthorized access, disclosure, alteration, and destruction. Payment card data is processed and stored exclusively by Stripe; AidersPlus does not store full card numbers or banking credentials.

No method of electronic transmission or storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security. In the event of a data breach that poses a real risk of significant harm, we will notify affected individuals and the Office of the Privacy Commissioner of Canada as required by law.

8. Children's Privacy

The Platform is not directed at individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that a child under 18 has provided personal information through the Platform, we will promptly delete that information.

9. Third-Party Links and Services

The Platform may contain links to third-party websites or services. This Privacy Policy does not apply to those websites or services. We encourage you to review the privacy policies of any third-party services you access through the Platform.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make material changes, we will notify you by email and/or by prominent notice on the Platform at least fourteen (14) days before the changes take effect. Your continued use of the Platform after the effective date constitutes acceptance of the updated Privacy Policy.

11. Contact Our Privacy Officer

For questions, concerns, or requests related to this Privacy Policy, contact:

Privacy Officer, AidersPlus Inc.

Email: info@aidersplus.ca

Phone: 289-400-3093

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