

PRIVACY STATEMENT

At Aveos Fleet Performance Inc. ("Aveos") we are committed to protecting your privacy, and support a general policy of openness about how we collect, use and disclose your personal information.

The purpose of this Privacy Statement is to inform you about Aveos' practices relating to the collection, use and disclosure of personal information that may be provided through access to or use of our website or services or that may otherwise be collected by us. By using our services or website, you consent to the collection, use and disclosure of your personal information (as defined below) in accordance with the following terms and conditions.

This Privacy Statement also explains how you can contact us if you have a question about, want to make a change to or delete any personal information that Aveos may be holding about you. We strongly recommend that you take the time to read this Privacy Statement and retain it for future reference.

Personal Information

For the purpose of this Privacy Statement, "personal information" means information about an identifiable individual.

What Personal Information We Collect

In some instances, Aveos will request personal information from you in order to satisfy the underlying transaction or purpose of you accessing our website or using our services. We may also collect personal information from you through various contact forms on our website or through our customer portal. The personal information collected may include at least some of the following:

- Contact information (such as name, address, e-mail address and telephone number);
- Website registration data (such as personally identifiable passwords);
- Employment history (and other personal information contained in a personal resume);
- Financial and billing information (such as credit card number/expiration date and credit history); and
- Demographic information (such as age, education and occupation).

How We Use Your Personal Information

We use your personal information to:

- Provide you with personalized services and interactive communication;
- Permit access to certain restricted pages of our website;
- Provide you with timely and reliable services and do all the things necessary to administer those services;
- Research, develop, manage, protect and improve those services;
- Advise you about new services, training programs, or opportunities that may be of interest to you;
- Enrol you in training programs;
- Respond to Requests For Proposals;
- Consider your suitability for employment with Aveos, where relevant;
- Develop and maintain our relationship with you and communicate with you;
- Bill you for our services; and
- Collect outstanding debts.

When We Disclose Your Personal Information

Except with your consent or as otherwise described in this Privacy Statement, we will not sell, license, trade or rent your personal information to or with others.

Aveos may share personal information with third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above (e.g., customer portal host, credit card service providers). These service providers are prohibited from using your personal information for any purpose other than to provide this assistance and are required to protect personal information disclosed by Aveos and to comply with the general privacy principles described in this Privacy Statement.

Aveos reserves the right to disclose personal information without your consent to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so.

Aveos also reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual purchase, sale (including a liquidation, realization, foreclosure or repossession), lease, merger, amalgamation or any other type of acquisition, disposal, transfer, conveyance or financing of all or any portion of Aveos or of any of the business or assets or shares of Aveos or a division thereof in order for you to continue to receive the same services from the third party.

Knowledge and Consent

Aveos collects personal information about you only when you voluntarily provide it. Typically, we will seek consent for the use or disclosure of your personal information at the time of collection. In certain circumstances, consent may be sought after the information has been collected but before use (for example, when we want to use information for a purpose not previously identified).

The form of consent that we seek, including whether it is express or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances.

You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent at any time, please contact our Privacy Officer at 1-866-833-3033 or privacy@aveos.com. We will inform you of the implications of withdrawing consent.

We will not as a condition of the supply of a service, the consideration of an application for employment, the consideration of a Request For Proposal, or otherwise, require you to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes for which the information is being provided.

Use or Disclosure for Marketing Purposes

If you have not opted out of receiving marketing materials, we may also use (but will not disclose) your personal information to promote and market additional services, training programs and special offers from us, our affiliates and/or our business associates, including by means of direct marketing. We may also disclose your name and mailing address to these affiliates and/or third party business associates so that they can send you promotional materials directly.

You can choose not to allow us to use or disclose your personal information for direct marketing by unsubscribing to our electronic marketing communications following the instructions included in such communications or by contacting us as outlined below (see "Contacting Us").

Cookies

When you visit our website, we may place a text file called a "cookie" in the browser directory of your computer's hard drive. A cookie is a small piece of information that a website can store on your web browser and later retrieve. The cookie cannot be read by any website other than the one that set up the cookies. Some browsers can be set to reject all cookies. If you choose to modify your browser in this manner, your experience on this website will not be affected.

How We Protect Your Personal Information

Aveos makes commercially reasonable efforts to ensure that personal information collected from you is protected against loss and unauthorized access. This protection applies in relation to information stored in both electronic and hard copy form. Access to your personal information is restricted to selected employees, representatives or third parties (such as the customer portal host) in accordance with this Privacy Statement. In addition, Aveos employs generally accepted information security techniques, such as firewalls, access control procedures and cryptography, to protect personal information against loss and unauthorized access.

Links to Third Party Sites

This website may offer links to other third party websites. You should be aware that operators of linked websites may also collect your personal information (including information generated through the use of cookies) when you link to their websites. Aveos is not responsible for how such third parties collect, use or disclose your personal information, so it is important to familiarize yourself with their privacy policies before providing them with your personal information.

Retention and Storage of Your Personal Information

Aveos retains your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws, and your consent to such purposes(s) remains valid after termination of our relationship with you.

For the purposes set out in this privacy statement, we or one of our affiliates or an unaffiliated service provider may process and store your personal information outside of the province in which you reside and/or outside of Canada, and as such, courts in those other provinces or foreign jurisdictions may, in certain circumstances be entitled to access your personal information.

Changes to this Privacy Statement

Aveos reserves the right to modify this Privacy Statement at anytime without notice. The Privacy Statement posted at any time or from time to time via this website shall be deemed to be the Privacy Statement then in effect.

Correcting or Updating Your Information

You can help us maintain the accuracy of your personal information by notifying us of any changes to this information. You may contact Aveos in any one of the following ways to request access to or correction or update of your personal information:

E-mail: privacy@aveos.com

Send Mail: Aveos
c/o Privacy Officer
2311 Alfred-Nobel Blvd.
Saint-Laurent, Quebec
Canada H4S 2B6

Telephone: 1-866-833-3033

Fax: (514) 856-7458

Contacting Us

In the event that you have any questions about Aveos' Privacy Statement or if you have reason to believe that Aveos may have failed to adhere to this Privacy Statement, you may contact us at:

AveosAveos
2311 Alfred-Nobel Blvd
c/o Privacy Officer
2311 Alfred-Nobel Blvd.
Saint-Laurent, Quebec
Canada H4S 2B6

Or call us at: 1-866-833-3033

Or send an e-mail to: privacy@aveos.com

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