

PRIVACY NOTICE

Eternal VR Inc. (EVR) respects your privacy and understands the need to secure your personal information (PI). We collect personal information from you to provide services to you or your dependent(s) and are committed to safeguarding the personal information you entrust to us. This Privacy Notice summarizes what personal information we collect and how we use and disclose this information.

By using our website and services, you signify your consent to the terms of our Privacy Notice. If you do not agree with any terms of this Privacy Notice, please do not submit any personal information to us.

We reserve the right to modify this Privacy Notice at any time. We will reflect any such modifications to this Privacy Notice on our website. We suggest that you periodically consult this Privacy Notice. Your continued use of the website and our services after any such changes constitutes your acceptance of this Privacy Notice, as revised.

WHAT IS PERSONAL INFORMATION?

Personal information is information about an identifiable individual including, without limitation, information such as your name, address, birth date, and personal contact information, etc.

WHAT INFORMATION IS COLLECTED?

EVR and its employees, service providers, and representatives may collect the following personal information that you provide to us directly. We do not collect your personal information unless you choose to provide it.

- Contact Information (e.g. name, home address, home or mobile telephone number or e-mail address) that you may provide to us, for instance, when you fill out our waiver, make an inquiry or contact us in person or by telephone, email, SMS, social media, or any other means of electronic communication;
- Credit or debit card information, including card number, expiry date and CVS/CVV code that you may provide to us, for instance, when booking playtime through our website or purchasing playtime or other products and services at the arcade;
- Information relevant to a particular service you request (e.g. the age and gender of a child or other person where you request our birthday party services);
- Video surveillance. As a security measure and to ensure the safety of our property, we use video surveillance technology at our arcade. This collection is subject to applicable privacy laws and may be shared only in limited circumstances, as detailed in the Sharing of Personal Information section of this Privacy Policy

HOW WE USE YOUR PERSONAL INFORMATION

We may use the information we collect about you in a variety of ways, including to:

- To respond to comments and questions, and provide customer service;
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- To process your purchases and reservations: we may use your personal information to process your purchases and reservations. For instance, personal contact and credit/debit card information will be used by EVR to process your purchases and reservations (this includes purchases made through our Website or at our physical locations or through special event bookings and booking through other forums). For event bookings, such as birthday parties, the child's name, age and gender will be used to organize the event. In these cases, credit/debit card information is only used for the purposes required to process and complete the transaction and/or service requested by you and is only retained in transaction records required for internal management and auditing purposes or as otherwise required by law, unless you are informed otherwise or you provide your consent
- To ensure the security of our premises: EVR uses video surveillance to monitor its physical locations for crime deterrence and detection purposes. In the event of accident or theft, EVR may collect, use and share information related to the incident or theft as required for operational, insurance, legal or other necessary purposes;
- To administer contests and tournaments: from time to time, EVR will administer contests and tournaments at our arcade, which may include partnerships with third-party business partners. We may request your name, address, telephone number, e-mail address and we may also require proof of age to determine contest eligibility. Unless otherwise stated in the applicable contest rules, your personal information will only be used for prize notification and fulfilment and related purposes in connection with the contest, and only as authorized by law or in accordance with this Privacy Notice;
- To communicate with you: subject to your right to withdraw consent and unsubscribe, we may use your personal information to communicate with you to provide you with our newsletters, advertising and marketing messages about additional products or services that may be of interest to you on the quality of our products, services or customer service. Individuals who provide us with their telephone numbers will only receive communications from us with respect to orders, contests or other products or services that they have requested unless they provide express consent to receive commercial telephone calls or SMS messages from us.
- To create an EVR account: When you register for membership, make purchases, enter contests or tournaments, or otherwise participate in our online community, our employees

may store your personal information, contact details or other information to facilitate log in, the automatic completion of forms and other preferences for your convenience. If you prefer that we not store such information you may contact us as indicated in the How to Contact Us section of this Privacy Notice.

WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

We protect your personal information using physical, electronic or procedural security measures as are appropriate and proportional to the sensitivity of the information in our custody or control, including safeguards to protect personal information against loss or theft, as well as unauthorized access, sharing, copying, use, or modification. EVR employees and representatives who require access to your personal information to fulfil their job requirements will have access to your personal information.

We do not share, sell or distribute your personal information. To help us run our business, we use processors for financial and other transactions. They may have access to your personal information. These processors are online, cloud-based service providers. Our service providers must agree to have the same or similar data protection practices as we do.

Personal information may also be disclosed to third parties with your consent, or where required by or permitted by law.

ACCESSING AND CORRECTING YOUR INFORMATION

You may send us an email to request access, to correct, or remove any personal information that you have provided to us.

HOW TO CONTACT US

If you have any questions regarding this Privacy Notice, or to access or update your information, please contact us at info@eternalvr.ca.

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