

PRIVACY POLICY

Effective Date: December 7, 2025 **Last Updated:** Dec 7, 2025

1. INTRODUCTION

Exosoft Mastery ("We," "Us," "Our," or the "Organization"), operating out of **Kelowna, British Columbia**, is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with British Columbia's *Personal Information Protection Act* ("PIPA") and the federal *Personal Information Protection and Electronic Documents Act* ("PIPEDA").

By purchasing a membership, accessing our community via Whop, or using our software assets (the "Service"), you consent to the practices described in this policy.

2. DEFINITIONS

- **"Personal Information"** means information about an identifiable individual (e.g., name, email address, home address). It does not include contact information (work title, business address, business phone number) of an employee of an organization when used for business communications.
- **"Member"** or **"User"** means any individual who has registered for an account with Exosoft Mastery.

3. INFORMATION WE COLLECT

We collect personal information necessary to provide our Automation Licensing, Education, and CRM services.

A. Information You Provide Directly

- **Account Information:** Name, email address, username, and discord handle provided during registration on the Whop platform.
- **Payment Information:** Billing address and payment method details. **Note:** We do not store full credit card numbers. All payments are processed securely by third-party payment processors (e.g., Stripe, Whop).
- **Support Communications:** Information you provide when contacting our support team, participating in Technical Office Hours, or posting in community channels.

B. Information Collected Automatically

- **Usage Data:** Logs of when you log in, which video modules you watch, and which automation workflows you download.
- **Technical Data:** IP address, browser type, and device information used to access our services.

4. HOW WE USE YOUR INFORMATION

We use your personal information for the following purposes:

- **Service Delivery:** To provide access to the Automation Licensing Suite, the Exosoft CRM (Diamond Tier), and the Document Vault.
- **Transaction Processing:** To process monthly subscription fees, lifetime payments, and affiliate commissions.
- **Communication:** To send you updates regarding new workflow drops, office hour schedules, price changes, and policy updates.
- **Support:** To troubleshoot technical issues regarding N8n workflows or CRM setup.
- **Security:** To verify your identity and prevent fraud or unauthorized sharing of our licensed assets.

5. DISCLOSURE OF INFORMATION (SHARING)

We do not sell your personal information. We may disclose your information to the following third parties to facilitate the Service:

A. Service Providers & Partners

- **Whop:** Our community hosting platform. Whop processes your login and subscription status.
- **GoHighLevel (GHL):** If you are a Diamond or Lifetime member, we provision a sub-account for you within our "Exosoft CRM" infrastructure powered by GoHighLevel. Your name and email are shared with GHL to create this account.
- **OLAKE LLC:** We partner with OLAKE LLC (and its representatives, e.g., Milan Tahliani) to provide technical engineering, educational content, and support. OLAKE staff have access to member data to provide technical support and verify licensing.

B. Legal Compliance We may disclose your information if required to do so by law, regulation, or valid legal process (e.g., a subpoena or court order in British Columbia).

6. INTERNATIONAL DATA TRANSFERS

While Exosoft Mastery is based in Canada, our third-party service providers (Whop, GoHighLevel, N8n) may store and process data in the United States or other jurisdictions. By using our Service, you acknowledge that your personal information may be transferred to and processed in jurisdictions outside of Canada, where it may be subject to the laws of those jurisdictions.

7. CONSENT

- **Implied Consent:** We rely on implied consent when the purpose for collecting information is obvious (e.g., providing your email to receive the course login).
- **Express Consent:** We will ask for express consent for sensitive information or for marketing communications outside the scope of the service.
- **Withdrawal:** You may withdraw your consent at any time by cancelling your subscription or contacting us. However, withdrawing consent may prevent us from providing the Service (e.g., we cannot provide the CRM without your email).

8. SECURITY & RETENTION

- **Security:** We implement commercially reasonable security measures (technical, administrative, and physical) to protect your data. However, no internet transmission is 100% secure.
- **Retention:** We retain your personal information only as long as necessary to fulfill the purposes for which it was collected or to comply with legal/accounting requirements.
 - If you cancel your membership, we may retain transaction data for tax purposes for a period of up to 7 years.

9. ACCESS TO YOUR INFORMATION

Under BC's PIPA, you have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate.

- **Request Process:** Please submit your request in writing to our Privacy Officer at the email address below. We will respond within 30 business days.
- **Fees:** We may charge a minimal fee for providing copies of your information, as permitted by law.

10. THIRD-PARTY LINKS

Our community contains links to third-party tools (e.g., N8n, OpenAI, Zapier). We are not responsible for the privacy practices of these external sites. We encourage you to read their privacy policies before providing them with your data.

11. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of significant changes via email or a community announcement. Your continued use of the Service after the effective date constitutes acceptance of the updated policy.

12. CONTACT INFORMATION

If you have questions about this policy or wish to exercise your rights, please contact our Privacy Officer:

Exosoft Mastery Attn: Privacy Officer Location: Kelowna, British Columbia **Email:** brody@exosoft.io