



ARES Privacy Policy

Acuren's Remote Embedded Solutions

Introduction

We use this privacy policy to disclose the privacy practices of ACUREN's ARES application. We aim to help you understand what data we collect, how we use it, and what control you have over it. This policy applies solely to data collected by our ARES mobility platform.

Who We Are

Acuren is a trusted, single source provider of technology-enabled asset protection solutions used to evaluate the structural integrity of critical energy, industrial and public infrastructures, and to do so we collect and use infield data that we collect on our site.

For the purposes of this policy, we act as the "data controller." We take on this role as we determine how data collected is used and processed.

We have a dedicated contact email address for assisting with questions in regards to this privacy policy and the collection and processing of data. For details on how to contact us, see the Contact Information section at the end of this policy.

Data We Collect

We have access to any data that we collect on your behalf as a part of the services you have contracted us to provide. In addition to the data we collect during the services provided, we do in some cases require your contact information.

Through these means, we may collect the following types of data:

- [Full name]
- [Work Email address]
- [Work Phone number]
- [Details on services received from us]
- [Location(site address)] and/or [GPS]
- [Signature(acknowledgement)]

None of the information collected above is shared or provided to any 3rd parties without signed release from your employer.

How We Use Your Data

The data collected may be used for the following purposes:

- Support the scope of services provided
- Provided to you in the form of a report, dashboard or in a variety of raw data types
- Provided to you in a format consistent to the requested
- Customization of content and user experience
- Internal audits
- Gathering feedback and opinions on our provided services
- Notification to users of changes to our services
- Respond to your requests and comments
- Process your requests

How We Share Your Data

Data may be shared with regulators in compliance with legal regulations, or within the Acuren group of companies, its employees and/or subcontractors that support our services and/or your account.



How Long We Store Your Data

We will only retain data for the duration necessary to fulfill the purposes for which it was collected in conjunction with services provided. Data may also be retained for longer periods if it is solely for archiving purposes supporting the services Acuren has provided.

How We Protect Your Data

The securing of your data is a priority for us, while both online and offline. We have implemented appropriate safeguards to prevent data from being lost, misused, accessed, altered, or disclosed by unauthorized parties. Data is encrypted and secured throughout its transmission. ARES is hosted on Microsoft's Azure cloud infrastructure. Azure meets a broad set of international and industry-specific security, privacy and compliance standards. For more information on please visit

<https://azure.microsoft.com/en-us/support/trust-center>.

Contact Information

For any questions, concerns, or requests to exercise your rights outlined in this privacy policy, please contact us via email at ARES.privacy@acuren.com, or mail us at:

Acuren Inc.
(ARES Privacy Department)
12271 Horseshoe Way,
Richmond, BC Canada
V7A 4V4

Changes to This Privacy policy

This privacy policy was last updated: 04/09/2019

Any changes to this privacy policy can be found on our website at www.acuren.com/ARES/Privacy