Kruzee Privacy Policy

Effective date: January 1st, 2026

This policy explains what personal information Kruzee collects when you use our driving school services in Canada, why we collect it, who we share it with, and the choices and rights you have.

The short version

- We collect the information we need to teach you to drive: your contact details, licence details, bookings, lesson and course records, and payments.
- We share it with the people who need it to deliver your training: your instructor, driver licensing authorities, and companies that provide services to us.
- We do not sell your personal information.
- Our website uses cookies and similar technologies, including for analytics and advertising.
- You can ask to correct your information, withdraw your consent, or make a complaint at any time.
- If you are under 18, we take extra care with your information, and the parent or guardian on your account can see your bookings and progress.
- Questions go to our Privacy Officer at support@kruzee.com.

Who we are and what this policy covers

Kruzee Mobility Inc. ("Kruzee", "we", "us") runs a driving school that operates in Ontario, Quebec, Alberta and British Columbia.

This policy applies when you:

- visit kruzee.com or use our online booking and student tools
- take a course with us, online or in a classroom
- take in-car lessons or use our road test services
- contact us by phone, email, text message or chat

It covers students, parents and guardians, and people who visit our website or contact us. It does not cover information about our employees, instructors or job applicants.

"Personal information" means any information about an identifiable individual.

Our Privacy Officer is responsible for how Kruzee handles personal information and for this policy. You can reach the Privacy Officer at:

- **Mail:** Privacy Officer, Kruzee Mobility Inc., 104 Crockford Blvd, Scarborough, Ontario M1R 3C3
- **Email:** support@kruzee.com (subject line: Privacy)

Information we collect

Depending on the services you use, we collect:

Category	Examples
Contact and account details	Name, email address, phone number, home address, login details, language preference
Identity and licence details	Date of birth, driver's licence or learner's licence number, class, issue and expiry dates
Parent or guardian details	Name, contact details and relationship to the student, when a parent or guardian registers, pays or consents for a student
Bookings and lessons	Pickup and drop-off locations, lesson dates and times, assigned instructor, attendance, road test bookings
Training records	Course progress and completion, time spent in the course, quiz and assessment results, in-car evaluations and instructor notes
Payments	Package purchased, amounts paid, refunds, billing address, and limited card details from our payment processor, such as card type and last four digits
Communications	Emails, text messages, chats, call records, survey answers and reviews
Supporting documents	Documents you choose to send us, such as a medical note to support a late cancellation or an accommodation request
Device and usage information	IP address, device and browser type, pages viewed, links clicked, approximate location based on IP address, and cookie identifiers

Our payment processors handle card payments. We do not store your full card number. If we record a phone call, we tell you at the start of the call.

Some of this information is sensitive, such as licence numbers, payment details, health information in a medical note, and information about students under 18. We collect only what we need, and we take extra care with sensitive information. If you send us a supporting document such as a medical note, please include only what is needed. We use it only to handle your request.

Where we get it

Most information comes directly from you. We also receive information from:

- a parent, guardian or other person who registers or pays for you
- your instructor, who records attendance, progress and evaluations

- driver licensing authorities and road test centres, when needed to confirm your eligibility or book a test
- another driving school, if you transfer your training to us
- cookies and similar technologies on our website and online tools

If you give us information about someone else, such as a parent's or a student's contact details, please make sure they know you are sharing it.

How we use it

We use personal information to:

- **Deliver your training.** Create your account, match you with an instructor, schedule and run lessons, deliver courses, and book or support road tests.
- **Meet regulatory requirements.** Confirm your eligibility, keep student records, and certify course completion to driver licensing authorities.
- **Handle payments.** Take payments, issue refunds and prevent fraud.
- **Communicate with you.** Send confirmations, reminders and service updates, and answer your questions.
- **Maintain safety and quality.** Review instructor performance, handle complaints and incidents, and train our team.
- **Improve our services.** Understand how our website, tools and courses are used and fix problems. Where we can, we use information that does not identify you.
- **Market our services.** Tell you about Kruzee services and measure our advertising, with your consent where the law requires it.
- **Meet legal obligations.** Comply with the law, respond to lawful requests, and protect our rights and the safety of students, instructors and the public.

If we want to use your personal information for a purpose not described in this policy, we will tell you and ask for your consent first, unless the law allows or requires the use without consent.

Consent and your choices

We collect, use and share personal information with your consent, or as the law otherwise allows or requires.

- **How you consent.** When you give us information to sign up, book or buy, you consent to our using it as described in this policy to provide your training and run our driving school. Marketing messages and non-essential cookies are optional. You can say no to them, and it will not affect your training. We ask for your express consent, a clear yes, where the law requires it or where you would not expect the use.
- **Withdrawing consent.** You can withdraw your consent at any time by contacting the Privacy Officer, subject to legal or contractual restrictions and reasonable notice. We will tell you what withdrawing means for you.
- **What we still keep.** Withdrawing consent does not affect information we must keep by law, such as student records and payment records.

Who we share it with

We share personal information only as needed for the purposes in this policy:

- **Your instructor.** Instructors, who may be employees or independent contractors, receive your name, phone number, pickup location, licence details and lesson history so they can teach you. They must keep it confidential and use it only for your training.
- **Parents, guardians and payers.** If someone else registers or pays for you, we share booking, scheduling and payment information with them. If you are under 18, the parent or guardian who registered you, paid for you or signed your agreement can also see your attendance and progress.
- **Licensing authorities and regulators.** We report course completion and provide student records to the driver licensing authority or driving school regulator in your province when required. We share what is needed with road test centres when we book or attend a test with you.
- **Service providers.** Companies that work for us, such as providers of hosting, online course platforms, scheduling and customer support tools, payment processing, and email and text messaging. They may use the information only to provide their services to us and must protect it.
- **Analytics and advertising partners.** Through the cookies and similar technologies described below, these companies collect information such as cookie identifiers and pages visited. Some of them also use it for their own purposes, as described in their own privacy policies.
- **Related companies.** If a company related to Kruzee helps us operate our services, it may receive personal information for the purposes in this policy and must protect it in the same way.
- **Insurers and professional advisers.** If there is an incident, claim, audit or dispute.
- **Authorities and others, when the law requires or allows it.** For example, to comply with a court order or lawful request, to investigate fraud or a breach of an agreement, or to protect someone's safety.
- **A buyer or successor.** If Kruzee is involved in a merger, financing, sale or similar transaction, personal information may be shared with the other party under confidentiality obligations and transferred as part of the business. The new owner must continue to use it for the purposes it was collected for.
- **Anyone else, with your consent.**

We do not sell your personal information or rent it to other companies for their own marketing.

Cookies and similar technologies

Our website and online tools use cookies, pixels, tags and similar technologies. We group them into four types:

Type	What it does
Essential	Keeps you signed in, keeps the site secure, makes bookings work and remembers your cookie choices
Functional	Remembers preferences such as language
Analytics	Shows us how visitors use our website so we can improve it

Type	What it does
Advertising	Measures our advertising and helps show Kruzee ads on other websites and platforms

When analytics and advertising technologies are on, the companies that provide them collect information such as cookie identifiers and pages visited. Some of them also use it for their own purposes, as described in their own privacy policies.

Your choices:

- **Cookie settings.** You can accept or refuse non-essential technologies in the cookie settings on our website, and change your choice at any time.
- **Quebec.** If you are in Quebec, technologies that can identify, locate or profile you, such as analytics and advertising technologies, are off unless you turn them on in the cookie settings.
- **Browser settings.** You can also block or delete cookies in your browser. If you block essential cookies, parts of our website may not work.

Marketing messages

We send marketing emails and text messages only as Canada's anti-spam law allows: with your express consent, or where the law implies consent, for example because you recently bought from us or asked us about our services.

Every marketing message says it is from Kruzee and includes a way to unsubscribe. We act on unsubscribe requests within 10 business days.

Messages about your account or training, such as booking confirmations, lesson reminders and safety notices, are not marketing. You will still receive them if you unsubscribe.

Students under 18

Many of our students are 16 or 17, and learners in some provinces can start at 14. We take extra care with their information.

- **What we collect.** Only what we need to provide training and meet regulatory requirements.
- **Parents and guardians.** Where the law or our training agreement requires it, we ask a parent or guardian to register the student, sign the agreement or consent on the student's behalf. The parent or guardian who registered the student, paid or signed the agreement can see the student's bookings, payments, attendance and progress.
- **Your rights are still yours.** A student can ask to see or correct their own information. A parent or guardian can also make a request on behalf of a student who is a minor, where the law allows and after we confirm who they are.
- **Children under 14.** Our services are not intended for children under 14, and we do not knowingly collect their personal information. If we learn that we have, we delete it unless the law requires us to keep it.

Automated matching and scheduling

We use software to match students with instructors and to offer lesson times. It considers your pickup location, your availability and preferences, and instructor availability. A person does not review each match.

You can contact us to find out what information was used for your match, to correct it, or to have a member of our team review the result.

Where your information is stored

Kruzee is based in Ontario. We and our service providers store and process personal information in Canada and in other countries, including the United States. This means your information may leave your province and may leave Canada.

While your information is in another province or country, it is subject to the laws of that place. Courts, law enforcement and national security authorities there may be able to access it. We use contracts and other safeguards to require our service providers to protect it.

To get written information about our policies and practices for service providers outside Canada, or to ask how they collect, use, disclose or store personal information for us, contact the Privacy Officer.

How long we keep it

We keep personal information only as long as we need it for the purposes in this policy, or as long as the law requires.

Information	How long we keep it
Student and training records	While you are a student, then for the period the driving school regulator in your province requires
Payment and tax records	As long as tax and accounting laws require
Support messages and call recordings	As long as needed to resolve your request and review service quality
Marketing contact details	Until you unsubscribe or the law no longer allows us to contact you, after which we keep only a record that you should not be contacted
Website usage information	For a short period, then deleted or combined into statistics that do not identify you

If we use your information to make a decision about you, we keep it long enough afterward for you to ask to see it. In British Columbia, that is at least one year.

When we no longer need personal information, we securely destroy it or anonymize it. You can ask the Privacy Officer how long we keep a particular type of information.

How we protect it

We protect personal information with physical, technical and organizational measures that fit how sensitive it is. These include limiting access to the people who need it for their work, secure hosting, encryption of information you send through our website and online tools, and confidentiality obligations for our team, instructors and service providers.

Our Privacy Officer oversees our internal privacy policies and practices. They set out who is responsible for personal information at each stage, how long we keep it and how we destroy it, how we respond to privacy incidents, and how we handle complaints.

No system is perfectly secure. If a privacy incident creates a real risk of significant harm to you (in Quebec, a risk of serious injury), we will notify you and the relevant privacy regulators as the law requires.

Your rights

You can:

- **See your information.** Ask whether we hold personal information about you, get a copy, and find out how we have used it and who we have shared it with.
- **Correct it.** Ask us to fix information that is inaccurate, incomplete or out of date.
- **Withdraw consent.** See "Consent and your choices" above.
- **Stop marketing.** Unsubscribe from marketing messages at any time.
- **Ask questions or complain.** See "Questions and complaints" below.

To make a request, write to the Privacy Officer. We will ask for enough information to confirm who you are. We respond within 30 days. If we need more time and the law allows it, we will tell you why and when to expect an answer.

Requests are normally free. If a fee applies, for example for a large number of copies, we tell you before we go ahead. If we cannot do what you ask, we explain why and tell you how to challenge our decision.

If you live in Quebec, Alberta or British Columbia

Quebec

- **Person in charge.** Our Privacy Officer is the person in charge of the protection of personal information at Kruzee. The contact details are at the end of this policy.
- **Additional rights.** You can ask us for a copy of the computerized personal information you gave us in a structured, commonly used technological format, or ask us to send it to a person or organization that the law authorizes to collect it. You can ask us to correct information that is unclear, to delete information that is out of date or no longer needed for its purpose, and to add your written comments to your file. In the cases the law provides, you can ask us to stop distributing your personal information, or to de-index or re-index a link attached to your name that leads to it. You can also ask us what personal information we collected from you, which categories of people at Kruzee have access to it, and how long we keep it.
- **Automated decisions.** If a decision about you is made only by automated processing, we tell you. You can ask what information was used and the reasons and main factors

and parameters that led to the decision, have that information corrected, and present your point of view to a member of our team who can review the decision.
- **Who has access at Kruzee.** Team members who need the information for their work, such as customer support, operations, finance and technology staff, and your instructor.
- **Information leaving Quebec.** Our head office and many of our service providers are outside Quebec, so your information is communicated outside Quebec. Before that happens, we assess whether the information will be adequately protected and we use written agreements.
- **Identification, location and profiling technologies.** These are off by default. See "Cookies and similar technologies" above.

Alberta

We use service providers outside Canada, including in the United States, for services such as hosting, payment processing, customer support and messaging. To get written information about our policies and practices for these service providers, or to ask questions about how they collect, use, disclose or store personal information for us, contact the Privacy Officer.

British Columbia

Our Privacy Officer is the individual responsible for making sure Kruzee complies with British Columbia's Personal Information Protection Act. On request, we provide information about our policies and practices and about our complaint process.

Questions and complaints

If you have a question or concern about how we handle your personal information, write to the Privacy Officer. We acknowledge your complaint, look into it, and aim to give you a written answer within 30 days.

If you are not satisfied with our answer, you can contact the privacy regulator for your province:

Where you live	Regulator	Website
Ontario and anywhere else in Canada	Office of the Privacy Commissioner of Canada	priv.gc.ca
Quebec	Commission d'accès à l'information du Québec	cai.gouv.qc.ca
Alberta	Office of the Information and Privacy Commissioner of Alberta	oipc.ab.ca
British Columbia	Office of the Information and Privacy Commissioner for British Columbia	oipc.bc.ca

Other websites

Our website may link to websites and services that we do not operate, such as government road test booking sites. Their own privacy policies apply to the information they collect.

Changes to this policy

We update this policy when our practices or the law change. When we do, we post the new version here with a new effective date and a short note on what changed. If a change significantly affects how we handle your personal information, we also tell you directly, for example by email, before it takes effect, and we ask for your consent where the law requires it.

Contact us

- **Mail:** Privacy Officer, Kruzee Mobility Inc., 104 Crockford Blvd, Scarborough, Ontario M1R 3C3
- **Email:** support@kruzee.com (subject line: Privacy)