

PRIVACY STATEMENT

Aargh Software Inc.

Updated: October 17, 2025

Aargh Software ("Company," "we," "us," or "our"), a company incorporated under the laws of Alberta, Canada, is committed to protecting your privacy. This Privacy Statement explains how we collect, use, disclose, and protect your personal information when you use our software applications, **Resident Workflow** (a cloud-based application hosted on Microsoft Azure), **Resident Responder** (a Microsoft Windows application), and our eCommerce website powered by WordPress WooCommerce (collectively, the "Services"). By using the Services, you consent to the practices described in this Privacy Statement.

1. Information We Collect

Resident Workflow (Cloud Application)

- **Personal Information:** We may collect personal information you provide, such as your name, email address, or account credentials, when you register for or use Resident Workflow.
- **Usage Data:** We may collect data about your interactions with the Software, such as workflows created, features used, or IP addresses, to improve functionality and performance.
- **Content Data:** Any data or content you input into Resident Workflow (e.g., documents, tasks, or other user-generated content) may be stored and processed on our behalf by Microsoft Azure.

Resident Responder (Windows Application)

- **Local Data:** Resident Responder primarily stores data locally on your device. We do not collect personal information unless you choose to provide it (e.g., through support requests or optional features requiring data transmission).
- **Usage Data:** If Resident Responder connects to our servers (e.g., for updates or analytics), we may collect limited usage data, such as software version or error logs, to improve the Software.

eCommerce Website (WordPress WooCommerce)

- **Purchasing Information:** When you make a purchase on our eCommerce website, we collect personal information such as your name, billing address, email address, and payment details (e.g., credit card information) to process transactions and issue receipts. Payments are processed securely through Stripe, our third-party payment processor.

- **Purchase History:** We maintain a record of your purchases, including details such as subscription plans, transaction dates, and amounts, to manage your account and provide customer support.
- **User Licensing Data:** We collect and store licensing information (e.g., user account details, license keys, or subscription status) to manage access to the Services.
- **Website Usage Data:** We may collect data about your interactions with the eCommerce website, such as pages visited, IP addresses, or browser information, to improve the user experience and ensure security.

2. How We Use Your Information

We use your information to:

- Provide, maintain, and improve the Services, including processing transactions, managing licenses, and delivering the Software.
- Issue receipts and manage your subscription or purchase history.
- Respond to your inquiries or support requests.
- Monitor and analyze usage to enhance performance, security, and user experience.
- Comply with legal obligations or protect our legal rights.

3. Data Storage and Third-Party Processing

- **Resident Workflow:** Data processed by Resident Workflow is stored on Microsoft Azure servers, which may be located in Canada, the United States, or other jurisdictions. We ensure that Azure complies with industry-standard security practices. By using Resident Workflow, you consent to the transfer of your data to these jurisdictions, where privacy laws may differ from those in Canada.
- **Resident Responder:** Data is primarily stored locally on your device. If data is transmitted to us (e.g., for updates or support), it is protected in accordance with this Privacy Statement.
- **eCommerce Website and User Licensing Data:** Data collected through our eCommerce website (including purchasing information, purchase history, and user licensing data) is stored on servers managed by our local hosting provider in Alberta, Canada. Payments are processed securely by Stripe, which may store or process payment data on servers outside Canada (e.g., in the United States).

We engage third-party service providers, such as Microsoft Azure for Resident Workflow and Stripe for payment processing, to process data on our behalf. These providers are contractually obligated to protect your information and use it only for the purposes we specify.

4. Data Security

We implement industry-standard technical and organizational measures to protect your personal information, including:

- Encryption of data in transit and at rest for Resident Workflow on Azure and for eCommerce website data (including purchasing and licensing information) hosted in Alberta.
- Secure local storage for Resident Responder, subject to your device's security settings.
- Secure payment processing through Stripe, which complies with Payment Card Industry Data Security Standard (PCI DSS) requirements.
- Access controls, regular security assessments, and monitoring to prevent unauthorized access.

However, no system is completely secure, and we cannot guarantee the absolute security of your data.

5. Data Sharing and Disclosure

We do not sell your personal information. We may disclose your information:

- To third-party service providers, such as Microsoft Azure for Resident Workflow and Stripe for payment processing, for the purposes described in this Privacy Statement.
- To our local hosting provider in Alberta, Canada, for website hosting and user licensing data storage.
- To comply with legal obligations, such as responding to a court order or regulatory request.
- To protect the rights, property, or safety of the Company, our users, or others.
- With your consent or at your direction.

6. Your Rights

Under applicable laws, including PIPEDA and PIPA, you may have the right to:

- Access, correct, or delete your personal information, including your purchase history and user licensing data.
- Object to or restrict certain processing of your data.
- Withdraw consent, where applicable, though this may limit your ability to use the Services.

To exercise these rights, contact us at [Insert Contact Email or Address, e.g., Calgary, Alberta, Canada]. We will respond to requests in accordance with applicable law.

7. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Statement or as required by law:

- **Resident Workflow:** Data may be retained on Azure servers during your subscription and for a reasonable period thereafter.

- **Resident Responder:** Data remains on your device unless transmitted to us, in which case we retain it only as needed.
- **eCommerce Website and User Licensing Data:** Purchasing information, purchase history, and user licensing data are retained on our Alberta-based servers for as long as your account is active and for a reasonable period thereafter to comply with tax, accounting, or legal requirements.

8. International Data Transfers

For Resident Workflow, your data may be stored or processed in jurisdictions outside Canada, such as the United States, through Microsoft Azure. For the eCommerce website, payment data processed by Stripe may be stored or processed outside Canada (e.g., in the United States). We ensure appropriate safeguards are in place, but privacy protections may differ in these jurisdictions. By using Resident Workflow or making purchases on our eCommerce website, you consent to such transfers. User licensing data and other eCommerce data (excluding payment processing) are stored locally in Alberta, Canada.

9. Changes to This Privacy Statement

We may update this Privacy Statement to reflect changes in our practices or legal requirements. We will notify you of material changes by posting the updated statement on our website or within the Services. Your continued use of the Services constitutes acceptance of the updated terms.

10. Contact Us

For questions or concerns about this Privacy Statement or our data practices, contact Aargh Software at privacy@aarghsoftware.com