

# PRIVACY POLICY

Effective date: August 17<sup>th</sup> August 2021

NeoGreen Hydrogen Corp. (“**NeoGreen**” or the “**Company**”) is committed to protecting your Personal Information and complying with applicable data protection and privacy laws. This Privacy Policy governs the use of Personal Information by NeoGreen on the <https://neogreenhydrogen.com/> website (“**Site**”) and through related services offered on the Site (the “**Services**”).

This Privacy Policy is designed to help you understand the types of information we obtain from you and how we use, disclose and protect that information. In this Privacy Policy, the terms “we”, “our” and “us” refers to NeoGreen and the terms “you”, “User”, and “your” refer to a visitor of the Site or a user of our Services.

By submitting Personal Information to us or by otherwise using any of our Services or our Site, you acknowledge and agree that the Personal Information may be used and disclosed by us in accordance with this Privacy Policy.

In this Privacy Policy, “**Personal Information**” means information about an identifiable individual, such as a person’s name, address, date of birth, and contact information (including home telephone number and personal e-mail address). Please note that not all information that you share with us is considered Personal Information: for example, business contact information is not considered Personal Information.

BY SUBMITTING PERSONAL INFORMATION TO US OR BY OTHERWISE USING ANY OF OUR SERVICES OR OUR SITE, YOU HEREBY CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION, AS WELL AS THE PERSONAL INFORMATION THAT YOU PERMIT US TO ACCESS, IN ACCORDANCE WITH THIS PRIVACY POLICY.

IF YOU DO NOT AGREE WITH SOME OR ALL OF THIS PRIVACY POLICY, PLEASE DO NOT USE THE SITE OR OUR SERVICES.

Further, if you are not of the age of majority in your place of residence, please do not use the Site or Services.

We recommend that you take the time to read this Privacy Policy so that you understand how we handle Personal Information. We may update or modify this Privacy Policy at any time by posting the revised Privacy Policy to the Site. We will include a “last revised” date on the Privacy Policy as displayed on the Site. We strongly encourage you to refer back to the Privacy Policy periodically.

## **How we Collect and use Personal Information**

We collect Personal Information for specific and limited purposes, including providing our Services to you, where you consent to the collection, in order to meet our contractual commitments to you and to comply with our legal obligations.

When collecting Personal Information from you, we will identify the purpose for collecting your Personal Information at the time we request it and will not use or disclose your Personal Information other than for the purpose for which it was collected, without your prior consent or as otherwise permitted by applicable data protection and privacy laws. We endeavor to collect the minimum amount of Personal Information required to fulfil the purpose for which it was collected.



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In certain cases, you will need to provide us with Personal Information, including your name, email address and other information about you in order for us to provide information to you or to obtain our Services. If you choose to withhold any Personal Information requested by us or withdraw your consent, it may not be possible for us to provide the Services to you or respond to your query.

We collect and use your Personal Information (or other information) in a variety of ways, including for the following purposes:

- Information that you provide: Your Personal Information may be collected and used by NeoGreen to provide Services to you, via our Site, or otherwise. Specifically, we may use your Personal Information as follows to:
- manage our relationship with you and share information about NeoGreen, and our Services with you;
- conduct research our Site and Services, including analyzing testing data to improve our Services;
- communicate with you regarding inquiries for information or employment opportunities; or
- detect, prevent or investigate security breaches or fraud, to protect our business and to maintain appropriate records for internal administrative purposes, including analyzing and monitoring usage of our Site.
- Automated Collection: When you use our Site, a cookie may be placed within the memory of your internet access device. We may use permanent cookies or server-side artifacts to help us track use of our services by Users, including casual visitors to the Site—such as (without limitation) the number and frequency of visits to our pages and which parts of our Site are visited. We may use this anonymous user experience data to help us improve our Services for our Users, as well as learn about how our services are used by our Users. Similarly, we may also collect information regarding the type of device, your operating system, the browser you use, your internet service provider, your domain name, your internet protocol (IP) address, the date and time that you utilized the Site, the external web pages or URL that you requested or interacted with, and use such information to evaluate Site performance and service quality. To collect this information, we use cookies, web beacons and similar technologies. You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies. If you disable cookies, some features will be disabled, which may affect the functionality of the Site. We will further collect Google and other analytics platform data for use in digital marketing across platforms such as Google Ads and Facebook. Note that much of this information is not considered Personal Information, under applicable laws. Accordingly, we will comply with our legal obligations regarding such information.

Wherever you have given us your consent to use your Personal Information, you may withdraw your consent at any time by contacting us using the contact information provided at the end of this policy. You may no longer be able to access parts of our Site or obtain our Services if you withdraw your consent.

## **Our Disclosure of Personal Information**



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NeoGreen may disclose your Personal Information without your express consent, for loss or fraud prevention purposes or for NeoGreen's other legitimate interests. NeoGreen may further disclose Personal Information if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so. We will use reasonable efforts to ensure that any third party to whom Personal Information is disclosed provides a comparable level of protection for your Personal Information, as provided in this Privacy Policy.

We also share some of your Personal Information with third parties in order to offer the Services to you, including:

- we may disclose your Personal Information to third party service providers for fraud prevention, payment processing or law enforcement; and
- we may send information to third party service providers that help us to operate our Site or offer our Services including hosting, data analysis, event logging, information technology, customer service, digital and other marketing, user analytics and email delivery and messaging.

Additionally, NeoGreen reserves the right to disclose and to transfer Personal Information to a third party in the event of a proposed or actual purchase, sale, merger, amalgamation, or any other type of acquisition, disposition, or financing of all or any portion of NeoGreen or any of the assets or shares of NeoGreen, provided that the third party represents that it will continue to use the information for the purposes set out in this Privacy Policy and in accordance with applicable privacy laws. NeoGreen also reserves the right to aggregate and anonymize Personal Information (or other information) stored on its system and use such aggregated and anonymized Personal Information (or other information) as it sees fit.

## **Retention of Personal Information**

We routinely destroy Personal Information that is no longer required for the purposes for which it was collected, in accordance with applicable laws. We will delete your Personal Information when it is no longer required to retain the Personal Information as set out in this Policy.

## **Accuracy of Personal Information**

NeoGreen takes reasonable steps to ensure that any Personal Information in our custody is accurate and up-to-date for the purposes for which the Personal Information is to be used by NeoGreen. In most instances, we rely on Users of our Site or our Services to notify us of any changes to their Personal Information provided by them.

## **How we Protect your Personal Information**

NeoGreen uses reasonable and appropriate physical, administrative and technical measures designed to help you secure your Personal Information against accidental or unlawful loss, access or disclosure. Only staff and service providers who have a legitimate business purpose for accessing the Personal Information collected by us are authorized to do so. Unauthorized use of Personal Information by anyone affiliated with NeoGreen is prohibited and constitutes grounds for disciplinary action. Even though we take steps to protect your Personal Information, security breaches cannot be eliminated and we cannot guarantee that your Personal Information will not be disclosed or used contrary to this Policy.



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You and you alone are responsible for ensuring that sufficient security software is installed and running on your computer, smartphone or tablet and that your network firewall is of sufficient quality and that your wireless connection is encrypted to a degree that will prevent third party access. NeoGreen is not responsible for any failure by you to secure your own device and its access to the Internet or your use of public, unsecured networks. NeoGreen also is not responsible for any failure by you to eliminate malware. These failures and others can make you vulnerable to privacy breaches and would put you and your data at risk.

## Location of Personal Information

Personal information we collect is stored and processed by us and our third party service providers primarily in Canada, regardless of where you are located. However, personal information collected by us or third parties referenced herein may be stored and processed in another country and by using the Website, you consent to any such transfer of information outside of Canada. We will use reasonable measures to ensure all personal information is protected, but cannot ensure that the laws of other countries will offer the same level of protection as Canadian laws. By submitting your personal information to us, you hereby consent to the transmission, processing and/or storage of personal information outside of Canada.

## Links to Third Party Sites

Our Site may lead you to third party websites, including websites advertising other products or services. Those organizations are separate and distinct from NeoGreen and have their own separate privacy policies. We are not responsible in any way for how any third party collects, uses or discloses your Personal Information, so it is important to familiarize yourself with the privacy policies of these websites before providing your Personal Information to them.

## Direct Marketing

You may sign up to receive marketing or promotional communications from us. Where you have expressly opted-in, we may use your Personal Information to inform you about us and our products and our Services, including promotional offers and events.

If you no longer wish to receive marketing or promotional communications from us, you can opt-out at any time by:

- using the unsubscribe feature found in our emails and other electronic communications;
- or
- contacting us via email

## Your Rights

Upon written request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to that Personal Information. NeoGreen provides an opportunity for individuals to challenge the accuracy and completeness of their Personal Information and have it amended as appropriate.

In addition to the above rights, you also have the right to:

- request us to restrict our use or disclosure of your Personal Information;



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- object to our use or disclosure of your Personal Information; and
- request us to delete the Personal Information we hold about you.

## **Contacting us**

Accountability with respect to your Personal Information is important to NeoGreen. In the event that you have any questions (including how Personal Information is managed by NeoGreen), complaints or concerns about this Privacy Policy, or if you have reason to believe that we may have failed to adhere to it, please contact us.

By email: [info@neogreenhydrogen.com](mailto:info@neogreenhydrogen.com)

By visiting this page on our website: <https://neogreenhydrogen.com/>

By mail: 1090 West Georgia Street, Suite 700 Vancouver, BC V6E 3V7

