

request()

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PIPEDA) NOTICE

Last updated: October 15, 2026

1. Purpose and Scope of this Notice

The purpose of this PIPEDA Notice (hereinafter – the Notice) by SIA Request, registration number: 40203423105, legal address: Stabu iela 109 - 1, Riga, LV-1009, Latvia (hereinafter – the Controller) is to supplement the Controller's Privacy Policy (www.request.host/privacy-policy).

This Notice describes the Controller's collection, use and disclosure of personal information under the brand request.host where the Personal Information Protection and Electronic Documents Act (hereinafter – PIPEDA) applies.

For personal information hosted or otherwise processed through the services by a customer (hereinafter – the Customer), the Controller acts as a processor or service provider on the Customer's behalf. Such processing is governed by the Data Processing Agreement (www.request.host/data-processing-agreement) and the Customer's privacy information.

The Controller shall have the right to make changes to the Notice at its sole discretion. The Notice is available on the Controller's website – www.request.host (hereinafter – the Website), as well as at the office and is applicable from the date of approval of the Notice.

2. Categories of Personal Information Collected

Depending on your interactions with the Controller, the following categories of personal information may be collected from you, your organization or its authorized users, payment and service providers, and your use of the services:

- Identifiers and Contact Information: Name, address, telephone number, email address, account and organization identifiers; personal identification and tax numbers where necessary for a justified purpose;
- Commercial and Account Information: Orders, subscriptions, invoices, transaction history, bank-account information, payment references, status and limited card details, account permissions, profile image and correspondence;
- Internet or Other Electronic Network Activity Information: IP addresses, device and browser information, access and security logs, pages viewed and interactions, and online identifiers used by permitted analytics and advertising technologies.

3. Purpose of Collecting Personal Information

We collect, use, and disclose your personal information for the following purposes:

- Service Provision: To provide and enhance our services;
- Communication: To contact you regarding our services, updates, and relevant information;
- Marketing and Public Relations: To promote our services, measure campaigns and provide relevant advertising, subject to applicable consent requirements and communication choices;
- Security: To safeguard the legitimate interests of the Controller and consumers, ensuring the security of our operations, data, and the security of provided hosting and infrastructure services.

4. Your Rights Under PIPEDA

Access to Personal Information

(PIPEDA, Principle 9 – Individual Access)

Subject to the exceptions provided by PIPEDA, you may request access to your personal information and an account of its use and disclosure. After reasonably verifying your identity, the Controller will provide information about:

- The personal information held about you;
- The sources from which that information was obtained;
- How that information is or has been used;
- The organizations to which it has been disclosed, as specifically as reasonably possible;
- An understandable copy of, or other access to, your personal information, with explanations of abbreviations or codes where necessary.

Correction Rights

(PIPEDA, Principle 9 – Individual Access)

You may challenge the accuracy and completeness of your personal information. Where a challenge is justified, the Controller will correct or amend the information and, where appropriate, notify third parties that have access to it. An unresolved challenge will be recorded.

Retention and Disposal of Personal Information

(PIPEDA, Principle 5 – Limiting Use, Disclosure, and Retention)

We will retain your personal information only as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Personal information that is no longer required is deleted, destroyed or anonymized, subject to applicable legal requirements and necessary retention. The retention criteria are described in the Privacy Policy.

Opt-Out and Consent Withdrawal Rights

(PIPEDA, Principle 3 – Consent)

You may withdraw consent, subject to legal or contractual restrictions and reasonable notice. The Controller will explain any relevant consequences, including effects on a service that requires the information. Optional marketing and non-essential Website technologies can be refused or their consent withdrawn separately from necessary service processing.

Security Measures

(PIPEDA, Principle 7 – Safeguards)

We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

Service providers may process personal information outside Canada, including in the European Union and the United States, as described in the Privacy Policy. The Controller remains accountable for information transferred for processing and uses contractual or other appropriate safeguards. Information processed abroad may be accessible to authorities under local laws.

5. Exercising Your PIPEDA Rights

To request access or correction, withdraw consent, or raise a concern about the handling of your personal information, contact the Controller by letter at Stabu iela 109 - 1, Riga, LV-1009, Latvia or by email: info@request.host

The Controller will respond to access requests as quickly as possible and within 30 days, subject to an extension permitted by PIPEDA. Any extension will be explained within the initial period, together with the right to complain. Access is provided at minimal or no cost; any proposed charge will be explained in advance.

Requests about personal information controlled by a Customer should be directed to that Customer. The Controller assists the Customer in accordance with the Data Processing Agreement and applicable law.

You or an authorized representative may submit a request. To help the Controller handle it, the request should:

- Provide information reasonably needed to verify your identity or the representative's authority and locate the relevant information;
- Describe the request clearly enough for the Controller to understand and respond to it.

6. Non-Discrimination

The Controller will not discriminate against you for exercising your rights. Privacy concerns may be raised using the contact details above. You may also complain to the Office of the Privacy Commissioner of Canada (www.priv.gc.ca), including if you are dissatisfied with the Controller's response.

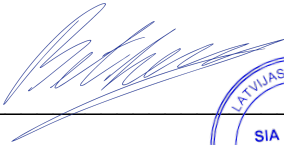
7. Closing Remarks

This PIPEDA Notice forms an integral part of our Privacy Policy and aims to maintain transparency and trust regarding our processing of personal information.

This PIPEDA Notice may be amended as necessary, with the current version of the Notice being published on the Controller's website. For significant changes, you will be notified through the Controller's usual communication channels.

In case of any questions regarding this PIPEDA Notice, the ways in which we collect and use your information described here and in our Privacy Policy, your choices and rights regarding such use, or if you wish to exercise your rights under Canadian law, the Controller may be contacted by sending an official letter to the Controller's legal address: Stabu iela 109 - 1, Riga, LV-1009, Latvia or by email: info@request.host

Approved:



D. Bethers
Board Member

