

meetarrive – PRIVACY POLICY

Last Updated: September 17, 2026

1. Introduction

ARRIVE 150 YORK LTD. and **ARRIVE HOLDINGS, LLC** (collectively, “**MeetArrive**”, “**we**”, “**our**”, and “**us**”) recognize the importance of protecting the privacy and the rights of individuals in relation to their personal information. The purpose of this privacy policy (“**Privacy Policy**”) is to inform you about our privacy practices, including how we collect, use and disclose personal information in relation to your use of our products and services through www.meet-arrive.com.

This policy describes:

- How we collect, use, disclose and protect the personal information of individuals (the “**user**”, “**you**”, or “**your**”) who access our website available at www.meet-arrive.com, (the “**Website**”), our mobile application (the “**Platform App**”) (collectively, our “**Platform**”), or through your interactions with us through email or phone or otherwise in connection with making a booking of one of our spaces (a “**Booking**”).
- The types of information we may collect from you or that you may provide when you use our Platform; and
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

We will only use your personal information in accordance with this policy unless otherwise required by applicable law.

2. Privacy Policy Updates

This Privacy Policy is current as of the “last modified” date which appears at the top of this page. We may make changes to this Privacy Policy from time to time, which will become immediately effective when published in a revised Privacy Policy posted on our website unless otherwise noted. We may also communicate the changes through our services or by other means.

Please review this Privacy Policy carefully. By submitting your personal information (“**Personal Information**”) to us, by using our Platform, or by voluntarily interacting with us, you consent to our collection, use and disclosure of your Personal Information as set out in this Privacy Policy and as revised from time to time.

3. What is Personal Information?

Personal Information means information about an identifiable individual as described under Canadian privacy laws, which may include, but is not limited to, your name, home address, e-mail address and telephone number. Personal Information does not include any contact information that is solely used to communicate with you in relation to your employment, business or profession, such as your name, position name or title, work address, work telephone number, or work e-mail address.

Personal Information also does not include information that has been anonymized or aggregated in such a way that there is no serious possibility it can be used to identify an individual, whether on its own or in combination with other information.

4. Your Consent to Collection, Use and Disclosure

We collect, use and disclose your Personal Information with your consent or as permitted or required by Canadian privacy laws. How we obtain your consent may be express or implied and will depend on the circumstances, as well

as the sensitivity of the information collected. If you choose to provide Personal Information to us, we assume that you consent to the collection, use and disclosure of that Personal Information as outlined in this Privacy Policy.

If you wish to withdraw your consent to our collection, use or disclosure of your Personal Information, please contact our Privacy Officer using the information in the "Contact Information" section below. In some cases, withdrawal of your consent may mean that we will no longer be able to provide you access to our Platform.

5. The Privacy of Minors

Our Platform is not intended for individuals under the age of 18. MeetArrive takes all commercially reasonable steps necessary to ensure that only individuals that are 18 or older are able to access our Platform. We do not knowingly collect the Personal Information of minors or those individuals who are under the legal age of majority in their respective provinces. Should MeetArrive discover that we have collected the Personal Information from individuals under the legal age of majority (as described above), we will delete it promptly.

6. Types of Information We Collect, Use, Disclose and Process

If you access or use our Platform, MeetArrive may collect, either directly or through an authorized third-party, use, disclose and process the following types of information from and about you, in compliance with applicable Canadian privacy laws, including the federal Personal Information Protection and Electronic Documents Act (PIPEDA):

What Information We May Collect	How We Use the Information and How It is Collected	Who We Disclosed It To
Account Information you provide at the time you register for the Platform or otherwise provide in use of the Platform or when inquiring about, making or confirming a Booking, including but not limited to: • Your name • Your phone number • Your email address • Your company name • Your billing information	Account information is used to provide you our products and services, communicate with you, improve the security, performance and functionality of the Platform, and for identity verification and regulatory compliance purposes.	Account information is only available to MeetArrive or any third-parties who have a need to know the information to support us in providing the services. We may share this information with our payment processing providers, customer relationship management, booking and calendar coordination, and our identity verification service providers, such as: • Google • QuickBooks (Intuit Inc.) • Apollo.io • Pipedrive, Inc. This information is not used for marketing or profiling without your consent.
Booking Listing and Transactional Information, including, but not limited to: • The premises available for booking; • The price of any booking;	Listing and transactional information is used to provide you our products and services, communicate with you, and improve the security,	Listing information may be available to any other users of the Platform. Any communications between you and us, or you and another user, will only be shared with the other user and any other third-parties who have a need to know the

• The address of the booking location; • any correspondence between users through the Platform, or via email or phone; • any other information you may provide as part of a booking or listing;	performance, and functionality of the Platform.	information to provide the services. We also may be shared with our payment processing, customer relationship management, booking and calendar coordination, and other services providers, such as: • Google • Apollo • QuickBooks (Intuit Inc.) • Pipedrive, Inc. This information is not used for marketing or profiling.
Photos or other materials of you that are taken, with your consent, while you attend our premises or otherwise in relation to your Booking.	Marketing and promotional purposes, or for other reasons which we deem necessary or appropriate in connection with our business.	This may be shared through our website or other public means, without compensation, credit or notice to you.
Technical Information, including, but not limited to: • IP address; • Browser type; • Operating system; and • Device information.	Technical information is automatically collected to ensure and improve the security, performance, and optional functionality of our Platform. This type of information is collected through automated technologies or interactions. As you navigate through and use our Platform, we may automatically collect the following types of data through cookies, and other tracking technologies: usage details, traffic data, location data and information about your computer and internet connection, including your IP address, operating system, and browser type.	Technical information is not shared with any third parties. This information is not used for marketing or profiling.
Usage Information, including, but not limited to: • The booking listings you visit; • The actions you take;	We primarily use this data for analytics and to enhance your overall user experience, and to monitor use of the Platform and Services to support their proper functioning and further improvement and optimization.	Usage data may be disclosed to analytics partners to help us understand user behavior and improve our Platform functionality, such as: • Google Analytics

	This information is collected when you: • when you sign up for our Platform; • when you access or use our Platform; • during communications between you and our representatives; and • during communications between you and other users on the Platform.	This data is aggregated and anonymized wherever possible.
Communication preference information, including but not limited to: • any consent you provide to us to send you SMS messages relating to our Platform or your bookings • any consent you provide to us to send you emails relating to our Platform or your bookings • any consent you provide to us to send you push notifications relating to our Platform or your bookings	We only use this data and information to provide correspondence with you in relation to your use of the Platform or marketing and advertising electronic messages where you have not opted-out to receiving them, or have otherwise provided us consent to do so.	This data will only be shared with service providers that support us in our communication services, such as: • Google • Apollo.io • Pipedrive, Inc. • RingCentral These consents will not be provided to or relied upon by third-parties to advertise their products or services except where you provide us with express consent to do so.

7. Custody of Personal Information

MeetArrive uses strong security practices to store and protect your personal information. Your data is securely stored on encrypted servers, protected by best-in-class firewalls and comprehensive security protocols:

- **Access Control:** Access is strictly limited to authorized staff trained in data security and privacy, who follow strict confidentiality policies.
- **Digital Security:** We regularly update our systems with advanced encryption and technologies to prevent and address vulnerabilities.
- **Data Backups:** Regular backups are maintained to ensure data resilience against loss, system failures, or malicious threats.
- **Data Retention:** Personal information is retained only as long as necessary to fulfill service obligations or meet legal requirements.
- **Data Disposal:** After the retention period, data is securely deleted or de-identified using industry-standard methods in compliance with PIPEDA.
- **Security Monitoring:** Technical data is used for ongoing audits and risk assessments to protect against unauthorized access and breaches.

8. How We Share Your Personal Information

If we provide information to third-party service providers (as noted in Section 6 of this Policy), we require that the service providers keep your Personal Information secure and only handle it for limited purposes. We do not

authorize the service providers to disclose your Personal Information to unauthorized parties or to use your Personal Information for their direct marketing purposes.

Additionally, we may use and disclose your information when we believe such use or disclosure is permitted, necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities, including public and government authorities outside your country of residence; (d) to enforce the terms of the agreements for our products and services; (e) to protect our rights, operations or property; (f) to allow us to pursue available remedies or limit the damages that we may sustain.

If we otherwise intend to disclose your Personal Information to a third party, we will identify that third party and the purpose for the disclosure and obtain your consent.

9. How We Secure Your Personal Information

At MeetArrive, we take data security and privacy seriously. Our booking platform provider implements a range of technical and organizational measures to protect your personal information from unauthorized access, loss, or corruption. These include:

- **Encryption:** We encrypt your data both at rest and in transit using advanced encryption algorithms, ensuring it remains unreadable without proper authorization.
- **Anonymization:** Where possible, we anonymize your data—especially for analytics and planning—by removing or masking identifiers like your name, email, or phone number.
- **Firewalls and Access Control:** We use firewalls and strict access controls to protect our servers and databases. Only trained and authorized staff can access your personal information, and they must follow strict confidentiality and data handling protocols.
- **Data Backups and Retention:** We perform regular backups to ensure data durability and resilience against loss or malicious threats. Personal information is retained only as long as necessary to fulfill service obligations or comply with legal requirements.
- **Data Disposal:** Once the retention period ends, we securely delete or de-identify your data using industry-standard methods in compliance with PIPEDA.
- **Ongoing Monitoring:** We continuously monitor and update our security practices to meet evolving standards and regulatory requirements.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Platform, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure. Accordingly, any Personal Information or other information which you transmit to us online is transmitted at your own risk. We endeavour to take all reasonable steps to protect the Personal Information you may transmit to us or from our Platform and Services. Once we do receive your transmission, we will also make our best efforts to ensure its security.

10. Cross-Border Transfers

Your Personal Information may be transferred or processed outside of Canada, including to jurisdictions where our service providers operate, such as the United States. Other jurisdictions may have different data protection rules than Canada. While your Personal Information is outside of Canada, it is subject to the laws of the country in which it is located. Those laws may require disclosure of your Personal Information to authorities in that country. For more information, please contact our Privacy Officer using the information set out in the “Contact Information” section below.

11. Getting and Withdrawing Your Consent

We only collect information by lawful means. As part of using our Platform or interacting with us, we may collect and process some details about you. When we do so, we will collect, use or share your personal information with your consent for the purposes identified or as otherwise permitted or required by law. In compliance with our privacy obligations, we may obtain your permission based on implied consent (including through this privacy policy) or through other means (such as express consent). However, in some situations, the law allows us to collect, use or disclose Personal Information without your consent.

You can withdraw your consent to the collection, use or disclosure of your information at any time by contacting our Privacy Officer using the information set out in the “Contact Information” section below. However, in some cases withdrawing your consent will mean that we can no longer provide you with access to the Platform or perform certain tasks where the information is required to do so.

12. Opting Out of Communications

If you no longer want to receive marketing-related emails or SMS messages from us, you may opt-out of receiving emails by clicking the “unsubscribe” link at the bottom of any email you receive from us or replying STOP to any SMS message you may receive from us. You may also opt-out by contacting us directly using the contact information in the “How to Contact Us” section below.

We will endeavour to respond to your opt-out request promptly, but we ask that you please allow us a reasonable time to process your request. Please note that if you opt-out from receiving marketing-related emails and messages, we may still need to send you communications about your use of our products or services, or other matters.

13. Accessing Your Personal Information

You have the right to access the personal information we hold about you. In accordance with PIPEDA, you may also request that we update, correct, or delete your personal information at any time. To exercise these rights, please submit a written request specifying the information you wish to access, update, or remove. You can contact our Privacy Officer by email or by mail at the addresses set out in the Contact Information section of this Privacy Policy.

We will respond to your request within 30 days, as required by PIPEDA. To protect your privacy, we may ask you to verify your identity before fulfilling your request. In some cases, we may charge a reasonable fee based on the volume or complexity of the information requested. If you identify any inaccuracies in your personal information, please notify us promptly. We will make the necessary corrections in accordance with PIPEDA.

If you have concerns or complaints about how we handle your personal information, please contact our Privacy Officer at romi@meet-arrive.com. We are committed to resolving any issues. If you are not satisfied with our response, you may also contact the Office of the Information and Privacy Commissioner of Ontario at <https://ipc.on.ca>.

14. Data Subject Rights

You may request access to any Personal Information we hold about you at any time by contacting us (see “Contact Information” below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by emailing it to you).

If you believe that Personal Information we hold about you is incorrect, incomplete, or inaccurate, then you may request us to amend it. We will consider whether the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the Personal Information stating that you disagree with it, together with your requested amendment. If we correct your Personal Information, we will, so far as is reasonably practicable, inform every other person to whom we have disclosed that information of the correction.

We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal information that we hold about you or to give effect to other data subject rights you may be entitled. In certain situations, we may not be able to fulfil your request. If that is the case, we'll explain the

reasons for our decision when responding to your request. For example, in some cases the information you request access to may contain details about other individuals, or there may be legal, security, or commercial proprietary reasons why information is withheld.

15. Data Retention

Except as otherwise permitted or required by applicable law or regulation, we will only retain your Personal Information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Under some circumstances we may anonymize your Personal Information so that it can no longer be associated with you. We reserve the right to use such anonymous and de-identified data for any legitimate business purpose without further notice to you or your consent.

16. Our Use of Cookies and Other Tracking Technologies

We use cookies and similar tracking technologies across our Platform and Services to enhance your experience and deliver relevant content. These technologies help us remember your preferences, improve functionality, and support analytics and advertising efforts.

We use the following types of cookies and tracking tools:

- **Essential Cookies:** Required for the core functionality and security of our Platform. These enable features like login, account access, and fraud prevention. These cookies are necessary and cannot be disabled.
- **Functional Cookies:** Enhance your experience by remembering preferences such as language, region, and display settings. They also help us deliver personalized content and recommendations.
- **Analytical Cookies:** Collect data on how you interact with our Platform, such as pages visited, actions taken, and errors encountered, to help us improve performance and user experience.
- **Advertising Cookies:** Track your online activity across websites and devices to deliver relevant ads and measure the effectiveness of our marketing campaigns. These cookies help avoid showing you the same ads repeatedly.
- **Other Tracking Technologies:** We may also use pixels, location tracking, and device fingerprinting to gather insights into your usage patterns and improve our services.

You can manage your cookie preferences through your browser settings or opt-out tools where applicable.

17. Third Party Platforms and Services

This Privacy Policy does not extend to any websites or products or services provided by third parties. We do not assume responsibility for the privacy practices of such third parties, and we encourage you to review all third-party privacy policies prior to using third party websites or products or services.

18. Changes to Our Privacy Policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on MeetArrive's Platform and will be effective from the date of posting. You are responsible for checking if any amendments have been made to this Privacy Policy. Your continued use of our Platform following a change to this privacy policy will constitute your consent to collection, use, and disclosure of your personal information as described in the amended Privacy Policy.

19. Contact Information

We welcome your questions, comments, complaints and requests regarding this Privacy Policy and our privacy practices. We have appointed a Privacy Officer responsible for compliance with Canadian privacy laws. Please contact our Privacy Officer at:

By Mail: ARRIVE 150 YORK LTD.

150 York Street
4th Floor
Toronto, Ontario M5H 3S5 Canada
Attention: Privacy Officer

Email: romi@meet-arrive.com

We have procedures in place to receive and respond to complaints or inquiries about our handling of personal information, our compliance with this policy, and with applicable privacy laws. To discuss our compliance with this policy please contact us using the contact information listed above. Please note that we may need to confirm your identity or request additional details in order to process your request.