

# LANDSCAPE MANAGEMENT NETWORK INC.

## PRIVACY POLICY

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Landscape Management Network Inc. ("**Landscape Management Network**", "**LMN**", "**we**" or "**us**"), the operator of the websites located at [www.goLMN.com](http://www.goLMN.com) and [www.goGreenius.com](http://www.goGreenius.com) and related LMN and Greenius mobile applications (collectively, the "**Sites**"), is committed to protecting any Personal Information (as defined below) which you may provide while using, or that we may obtain from your use of, the Sites or the correspondence between us or related to you. The purpose of this privacy policy is to inform you of our privacy practices and policies, including:

- How and why we collect your Personal Information
- How we intend to use your Personal Information
- With which parties we may share your Personal Information; and
- To provide you with contact information should you have questions or concerns about our practices.

This privacy policy ("**Privacy Policy**") is designed to comply with applicable privacy legislation in Canada. Please note that the practices of LMN under this Privacy Policy may be amended from time to time. We encourage visitors and users of the Sites to read it carefully and regularly review our Privacy Policy. To update your information and preferences, see the section entitled "**Updating Your Personal Information and Privacy Preferences.**"

By using the Sites, you consent to the collection, storage, use, disclosure, and retention of your Personal Information in accordance with this policy. If you do not agree with this Privacy Policy, you should not access or use the Sites.

### OVERVIEW OF OUR PRIVACY PRACTICES

Our privacy practices are summarized here. Under this Privacy Policy, LMN:

- May collect Personal Information, including contact information, billing information and demographic information when you use the Sites or LMN / Greenius products or services.
- May collect certain technical and routing information about your computer to facilitate your use of the Site and its services.
- May share this information with authorized third parties, such as credit card processing companies, that perform services on behalf of LMN, and will only share Personal Information which is necessary for these third-parties to perform these related services;
- Except as set out in this Privacy Policy, will not disclose your Personal Information to or with third parties without your consent, unless authorized to do so by law.

- Collects and uses your Personal Information to process your activities on the Sites, send correspondence to you, administer your account, send you requested product or service information, keep you informed about special offers and services of LMN, Greenius and selected third parties (unless you have opted out of receiving such information), ensure your activity on the Sites abides with this Privacy Policy and any other applicable agreements you have entered into upon using the Sites, and customizing your experience;
- Stores your information through cookies and other sources to customize and improve your user experience on the Sites.
- Retains your information for as long as you have an account on the Sites, and thirty (30) days after you cancel or delete your account on the Sites, delete the information you made available to us.
- Mitigates the risk and impact of potential harms involved in the disclosure of Personal Information through the adoption of reasonable physical, technological and administrative procedures appropriate to the sensitivity of the data in an effort to safeguard the Personal Information you provide to us. Even with these measures, there is a residual risk of the loss of, unauthorized access to or unauthorized disclosure of your information which could result in financial harm to you.

Further information with respect to our privacy practices is set out below.

### 1. CHANGES IN PRIVACY POLICY

All "Personal Information" ("**Personal Information**" is defined as any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains) that we collect and maintain will be subject to this Privacy Policy, as amended from time to time. LMN reserves the right to amend the Privacy Policy from time to time at its sole discretion and will provide notice on the home page of the Sites when we make material changes to this Privacy Policy. If, as the result of such changes, you want to alter the ways in which LMN is allowed to use your Personal Information, you can do so by following the procedure described in the section entitled "**Updating Your Personal Information and Privacy Preferences.**"

Except to the extent LMN is required to obtain your express consent under applicable law, you will be deemed to have been made aware of, and will be subject to, any changes to the Privacy Policy after such notice has been posted. If LMN is acquired by or merged with another entity, LMN may provide to such entity customer information that is related to that part of our business that was sold to or merged with the other entity without your consent.

### 2. UPDATING YOUR PERSONAL INFORMATION AND PRIVACY PREFERENCES

Upon request LMN will provide you with information about whether we hold, or process on behalf of a third party, any of your personal information. To request this information please contact us at [privacy@goLMN.com](mailto:privacy@goLMN.com).

You have the right to access and correct or delete your Personal Information and privacy preferences at any time. This may be accomplished by navigating in LMN or Greenius to "My Account", where you can view and make changes to most of your Personal Information immediately. For security purposes, certain Personal Information can only be changed by contacting LMN Customer Support at [support@goLMN.com](mailto:support@goLMN.com). We will respond to your request within a reasonable timeframe.

It is your responsibility to notify us of any changes to your Personal Information, including contact information, so we can contact you and inform you about relevant information with respect to your use of the Sites.

Please note that deletion of mandatory Personal Information may result in you being unable to continue the use of the Sites and/or related LMN or Greenius services.

### 3. COLLECTION OF PERSONAL INFORMATION

As a visitor to the Sites, you can engage in many activities without providing any Personal Information.

However, when you order products or services as an LMN and/or Greenius subscriber, we may collect the following Personal Information from you:

- Contact information such as your name, phone, and fax numbers, address, and email address; and
- Demographic information such as your job title, job description and company name and company type.

Our Payment Processor(s) (as defined below) may also collect billing information such as the number, expiration date, card type and billing address of your credit card.

Depending upon the activity, some of the information that we ask you to provide is identified as mandatory and some as voluntary. If you do not provide the mandatory data with respect to a particular activity, you will not be able to engage in that activity.

As is true of most websites, when you use the Sites, LMN or third parties authorized by LMN may also collect certain technical and routing information about your computer to facilitate your use of the Sites and related LMN / Greenius services. For example, we may log environmental variables, such as browser type, operating system, CPU speed, and the Internet Protocol (IP) address of your computer. We use these environmental variables to facilitate and track your use of the Sites and the LMN / Greenius services. LMN also uses such environmental variables to measure traffic patterns on the Sites. To better understand the needs of our visitors to the Sites we may occasionally match such information with your Personal Information.

In order to reduce errors in our database, authenticate our users, and prevent abuse of our system, we may on occasion supplement the Personal Information you submit to us with information from third-party sources. For example, we may supplement your contact information with address information provided by the U.S. Postal Service or Canada Post to qualify your information and prevent errors in our database. As permissible, we may also supplement the information you provide to us with demographic and other information (such as age or interest in equipment) stored in third-party databases in order to make it more likely that marketing communications we send will be of interest to you.

#### 4. INFORMATION SHARING WITH SERVICE PROVIDERS / AGENTS

LMN uses [Cardconnect](#) and [Payrix](#) as PCI-DSS compliant third-party payment processors (each, a “**Payment Processor**”) to process payments on the LMN Site. Any Personal Information provided to a Payment Processor will be subject to the terms, conditions and privacy policies of the applicable Payment Processor and your credit card issuer. The [Cardconnect Privacy Policy](#) is available here, and the [Payrix Privacy Policy](#) is available here. If you provide Personal Information to a Payment Processor, you acknowledge and agree that such Payment Processor may use and disclose aggregated and/or deidentified data that is derived from your Personal Information, solely in aggregate or other de-identified form, in connection with its business.

The LMN Lend functionality on our LMN Site is powered by [Lendflow](#). Your use of LMN Lend is subject to the [Lendflow Terms of Service](#) and Lendflow’s [Privacy Policy](#). If you use LMN Lending, you acknowledge and agree that your Personal Information will be collected, used, and disclosed by Lendflow in accordance with Lendflow’s Privacy Policy. LMN is not responsible for the collection, use and disclosure of any information collected by Lendflow.

We also share Personal Information with certain companies that perform services on our behalf. We only share the Personal Information which is necessary for them to perform those services. We require any company with which we may share Personal Information to protect that data in a manner consistent with this policy and to limit the use of such Personal Information to the performance of services for LMN.

We do not sell or otherwise provide Personal Information to outside companies for the marketing of their own products or services.

#### 5. HOW YOUR PERSONAL INFORMATION IS USED

We do not sell, rent, or share your Personal Information to or with third parties in any way other than as disclosed in this Privacy Policy. LMN collects your information in order to record and support your participation in the activities you select. LMN or one of our service providers may use this information to:

- Process your financial transactions.

- Process your order / renewal confirmations.
- Register your rights, if any, to technical support or other benefits that may be made available to registered users.
- Respond to customer service requests, questions, and concerns.
- Administer your account.
- Send you requested product or service information.
- Subject to our obligations under applicable anti-spam laws, keep you informed about special offers and services of LMN and selected third parties.
- Administer promotions and sweepstakes you enter and notify you of the results.
- Investigate, prevent, or take action regarding illegal activities and/or violations of our Terms of Service.
- Meet research and product/service development needs and to improve our Sites, services and offerings (for example, aggregating and anonymizing Personal Information to identify usage trends); and
- Customize your experience, including targeting our services and offerings to you.

We store information that we collect through cookies, log files, transparent images, and/or third-party sources to create a summary of your preferences. We tie your Personal Information, and/or your membership usage history, to information in the summary, in order to provide tailored promotions and marketing offers, to improve the content of the site for you and/or to determine your preferences.

In certain situations, LMN may be required to disclose Personal Information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

We further reserve the right to disclose your Personal Information as required by law (e.g., to comply with a subpoena, warrant, court order, or legal process served on LMN) and when we believe that disclosure is necessary to protect our rights, avoid litigation, protect your safety or the safety of others, investigate fraud, and/or respond to a government request.

## 6. DATA RETENTION

We will retain your Personal Information for as long as your LMN and/or Greenius account(s) is/are active. If you wish to delete your account or request that we no longer use your information to provide you services, contact us at [support@goLMN.com](mailto:support@goLMN.com). We will respond to your request within 30 days. Data is deleted from a cancelled account 30 days after cancellation date and is unrecoverable.

## 7. CHOICE / OPT OUT OF EMAILS, ETC.

You may "opt out" of receiving LMN's email updates, newsletters and/or partner emails by clicking on the "unsubscribe" link on the email and making the appropriate selections. LMN will still contact you when there are changes to the Terms of Service. In addition, we will still send you service-related announcements including, but not limited to, a registration email, benefit notification emails, emails automatically triggered by actions you took on the Sites, critical update or user actionable notices and bill related notices. Generally, you may not opt-out of these communications, which are not promotional in nature. If you wish not to receive them, you have the option of deactivating your account.

## 8. PROTECTION OF YOUR PERSONAL INFORMATION

LMN keeps the Personal Information it collects about you confidential and has adopted reasonable physical, technological, and administrative procedures appropriate to the sensitivity of the data in an effort to safeguard the Personal Information you provide to us. The Personal Information that you provide in connection with the use of the Sites is protected in several ways, including:

- Access by you to your account profile is available through a password and unique customer ID selected by you. This password is encrypted. You should strive to use a strong, alpha-numeric password which you should not divulge to anyone.
- Your Personal Information resides on a secure server that only selected LMN personnel and contractors have access to via password.
- Your Personal Information is encrypted whenever it is transmitted to LMN.
- When you enter sensitive information (such as credit card number) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL).

Notwithstanding these measures, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot ensure, warrant, or guarantee the security of any such information.

If you have any questions about security on our Sites, you can send email to us at [info@goLMN.com](mailto:info@goLMN.com).

## 9. DATA TRANSFERS

Some of the third parties (including service providers) to whom we disclose your Personal information to as contemplated in, and in accordance with, this Privacy Policy are located outside Canada. As a result, your Personal Information will be used, stored, and/or accessed in countries outside of Canada, including the United States. However, all such information will be protected in accordance with this Privacy Policy. Please note that when your Personal Information is located outside of Canada it will be subject to the laws of the country in which it is situated.

## 10. COOKIE AND TRACKING TECHNOLOGIES

The Sites may automatically collect information as you browse, such as Internet Service Provider, browser type and version, operating system and device type, average time spent on our site(s), pages viewed, information accessed, the Internet Protocol (IP) address used to connect your computer to the Internet and other relevant statistics. Such information is sometimes referred to as web analytics and/or clickstream data.

We may combine this automatically collected log information with other information we collect about you. We do this to improve services we offer you, to improve marketing, analytics, and provide site functionality.

Technologies such as cookies, beacons, tags, and scripts are used by LMN and our affiliates, analytics services and service to provide site features and functionality. These technologies are used in analyzing trends, administering the Sites, tracking users' movements around the Sites and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

A cookie is a small, unique text file that a website can send to your computer when you visit a site. We may use session cookies, which terminate when a user closes his or her browser, and/or persistent cookies, which remain on the user's computer until manually deleted. Most web browsers can either alert you to the use of cookies or refuse to accept cookies entirely. If you do not want us to deploy cookies to your browser, you can set your browser to reject cookies or to notify you when a website tries to put a cookie on your computer. Rejecting cookies may affect your ability to use the Sites.

We also use automated devices and applications, such as [Google Analytics](#) (to opt out, go [here](#)) to evaluate usage of our Sites. We use these tools to obtain aggregated statistical information about the use of the Sites to help us improve our services, performance, and user experiences. These analytics providers may use cookies and other technologies to perform their services and may combine the information that they collect about you on our Sites with other information that they have collected about you from your use of other sites. This Privacy Policy does not cover the collection, use and disclosure of the tracking data collected by third party analytics providers: for further information please see the relevant party's privacy policy.

## 11. PAYMENT FUNCTIONALITY AND LINKS TO 3RD PARTY SITES

A portion of our LMN Site is accessible to customers of subscribers of our Landscape Management Network (the "**Customer Portal**"). The Customer Portal provides functionality which enables such customers to send payments to a subscriber (the "**Payment Functionality**"). LMN does not collect or have access to any Personal Information submitted through the Payment Functionality. Rather, all such information is collected by a Payment Processor and is subject to the terms of their privacy policy. LMN is not responsible for the collection, use and disclosure of any information collected by the Payment Processor. If you do not agree to the terms of the Payment Processor's privacy policy, do not use, or otherwise submit any information into, the Payment Functionality.

Our Sites include other links to third party websites whose privacy practices may differ from those of LMN. If you submit Personal Information to any of those sites, your information is governed by their privacy policies. We have no responsibility or liability for the content and activities of these linked sites, and we encourage you to carefully read the privacy policy of any website you visit.

## 12. THIRD PARTY SERVICES

We may from time to time recommend or provide you with access to other third party products, services, or website links (collectively, "**Third Party Services**") for your consideration or use, including via the Sites and Customer Portal. Such Third Party Services are provided by third party service providers (each, a "**Third Party Provider**") and made available only as a convenience to you. If you use Third Party Services, you acknowledge and agree that your Personal Information will be collected, used, and disclosed by the applicable Third Party Provider in accordance with its privacy policy. LMN is not responsible for the collection, use and disclosure of any information collected by such Third Party Providers.

## 13. SOCIAL MEDIA WIDGETS

Our Sites may include social media features, such as the "Facebook Like" button and widgets, such as the "Share this" button or interactive mini programs that run on our site (collectively the "**Features**"). These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Features are either hosted by a third party or hosted directly on our Sites. Your interactions with these Features are governed by the privacy policy of the company providing it.

## 14. REFERRAL PROGRAM EMAILS

If you choose to use our referral service to tell a friend about our Sites where you have the right to do so, we will ask you for your friend's name and email address. We will automatically send your friend a one-time email inviting him or her to visit the Site(s). LMN stores this information for the sole purpose of sending this one-time email and tracking the success of our referral program.

Your friend may contact support@LMN.com to request that we remove this information from our database.

## 15. PRIVACY INFORMATION AND COMPLAINTS

LMN takes its users' privacy concerns seriously. To obtain information about LMN's policies and practices relating to our collection, use and/or disclosure of your Personal Information, including with respect to our use of service providers outside of Canada, or if you believe that LMN has not complied with this Privacy Policy with respect to your Personal Information, you may contact the Chief Technical Officer:

By mail:

Landscape Management Network  
180 Enterprise Blvd

Markham, Ontario, L6G 1B3, Canada.

Attention: Chief Technical Officer

By email:

[info@golmn.com](mailto:info@golmn.com)

Note: please include "Privacy Policy Complaint" in your subject line

In your letter please describe in as much detail as possible the information you would like to receive or the ways in which you believe that the LMN Privacy Policy has not been complied with. We will investigate your complaint promptly.

If you have any questions about this Privacy Policy, the practices of the Sites, or your dealings with the Sites, you can contact our Chief Technical Officer at [info@goLMN.com](mailto:info@goLMN.com).