

PRIVACY POLICY

Effective date: December 13, 2025

Thank you for visiting the Portal. This Privacy Policy explains how we handle your User Data (as defined in the **Terms**), either the Organizations', Legal Counsels' or any other User (as applicable), we gather from you and outlines our methods for collecting, using, and sharing User Data. It also explains the options you have about how we use your User Data and how you can view or change it.

By accessing and/or using the Portal you expressly agree to be bound by this Privacy Policy in its entirety. Accordingly, please read this Privacy Policy in detail.

Capitalized terms used but not otherwise defined in this Privacy Policy have the respective meanings given to them in the **Terms** included in Her Hub's website as amended, supplemented, or otherwise modified from time to time. Some aspects of our Portal and how we use your User Data are further governed by our Terms. You should read this Privacy Policy together with the Terms.

This Privacy Policy does not cover third-party services, websites, or apps that we may link to from the Portal, such as the Transaction User Data Administrator. If you follow a link away from our Portal, please check the privacy policies and terms of such third-party services.

I. OVERVIEW

This Privacy Policy explains how Her Hub collects, uses, shares, and protects your User Data (as defined in the **Terms**) when you use the Portal. We collect personal information which you provide (such as identity verification documents, account details, and communications), information generated through your use of the Portal (including device and log data, location, cookies, and analytics), and information from third parties (such as identity verification and background checks where permitted). We use this User Data to operate and improve the Portal, verify identities, connect Organizations with Legal Counsel, process payments through our Transaction Data Administrator, communicate with you, comply with law, prevent fraud, and support security and safety.

We may share information with Organizations and Legal Counsel to facilitate services; with service providers (e.g., payment, analytics, support); with social media providers in appropriate form for marketing; and as required to comply with law or protect rights. We maintain administrative, technical, and physical safeguards, including encryption, firewalls, and restricted access. User Data may be transferred outside Canada with appropriate protections and is retained only as long as necessary for legal and business purposes.

You may access, correct, delete, or move your data, manage preferences and cookies, and withdraw consent where applicable. The Portal is intended for adults in the legal field. We will post updates to this Policy when changed. Contact: info@herhub.ca.

II. USER DATA COLLECTIONS AND USES

A. User Data Required for the Use of the Portal

The type of User Data listed below is required for you to use the Portal and for Her Hub to fulfill its legal responsibilities.

1. Identity Verification Information: In order to enable Her Hub to comply with the law and keep the Portal secure, it may collect documents to verify your identity, such as copies of your government-issued ID, passport, national ID card, or driver's license, or other proof of identity.
2. Account Information: When you create an Account, we ask for details like your first and last name, phone number, email, address, date of birth and other necessary information as set out in the respective forms sent to you. If you use the Portal for an Organization, we may also need information about the Organization, such as its name, type, size, business activities, and other relevant details. Legal Counsel must provide additional information, including their work background, proof of their qualifications and ability to practice law.
3. Communications between the Organizations and Legal Counsel: Legal Counsel are required by law and professional rules to keep client information private. Her Hub may store confidential user User Data in our own or a third-party database, but this does not remove any legal privilege between Legal Counsel and Organizations.
4. Transaction Information: We use a Transaction User Data Administrator to handle payments and transfer funds as required by law. All users agree that payment processing, including fees, is governed by the policies of our Transaction User Data Administrator. You can read their privacy policy here: <https://stripe.com/privacy-center/legal>.
5. Log and Device Data: We gather log User Data and device details when you use the Portal, even if you do not have an Account. This includes, but is not limited to, information about your Portal usage, your IP address, dates and times of access, hardware and software details, device events, unique identifiers, crash reports, cookie data, and the pages you visited before or after using Her Hub's Portal.

B. User Data Created from Your Use of the Portal

We use tools such as cookies and other similar features to gather User Data about the pages you visit, the links you select, and other activities you perform while using the Portal.

When we send emails through our email service, such as newsletters or marketing messages, we can automatically track certain actions, such as how many emails were opened, who opened them, and which links were clicked. This information helps us improve our content and make sure we send you relevant material. We do not share this User Data with others.

Her Hub may also automatically gather information about how you access and use the Portal, as described below:

1. Location Data: Her Hub may obtain information about your exact or general location using User Data like your mobile device's GPS or your IP address. You can typically manage or turn off location services on your mobile device.
2. Activity Data: Her Hub gathers User Data about how you interact with the Portal, including which links, pages, or Her Hub content you view, how long you spend on each page or content, your searches and other activities on the Portal. We may also collect details about your device, such as its type, operating system, browser, IP address, MAC address, and the website or app you used to reach our Portal, among other similar information.

3. Cookies and Similar Technologies: We use cookies and similar tools when you use the Portal or interact with our online ads or emails. We may use automated technologies like cookies, pixels, server logs, browser analysis tools, and mobile IDs to collect information. Often, this User Data is used in a way that does not identify you personally. For instance, we may use it to analyze website traffic and improve your experience. Other times, we link this User Data to your Data. Our business partners may also use these tracking tools on Her Hub's Portal.

C. User Data You Choose to Provide to Her Hub

Her Hub gathers information that you voluntarily give us when using the Portal, such as:

1. Communications with Her Hub: If you contact Her Hub directly, may collect details from those interactions, including any information you decide to share.
2. Additional Profile Information: In their Portal Account, Legal Counsel can add extra details to their Lawyer Account, such as gender, areas of practice, years of experience, preferred languages or jurisdiction. Your Legal Counsel Account User Data will be visible to the Organizations.

You might also provide us with information when you submit User Data, complete forms, update or add to your Account, answer surveys, post in community forums, join promotions, communicate with Her Hub Representatives, share your experiences, or use other features of Her Hub's Portal.

D. User Data Obtained from Third Parties

Her Hub may receive User Data about you from other parties and combine it with the information we collect from your use of the Portal. Her Hub is not responsible for how these third parties gather, handle, process, display, or share your Data, and any questions or requests about their handling of your User Data should be directed to them. Such information we receive from third parties may include:

1. Legal Counsel Data: Where allowed by law, Her Hub may get records about Legal Counsel from public records of criminal convictions, sex offender registries, or other local police, background, or sex offender checks, as well as any public disciplinary actions by a provincial law society or regulatory body. Her Hub may use your full name, date of birth and other User Data to obtain these records.
2. References: People who may provide Her Hub with User Data about you, such as your email address or other contact details.
3. Other Sources: As permitted by law, Her Hub may receive additional information about you, like demographic User Data or details to help detect fraud and safety issues, from third-party providers or partners, and combine it with what it already has. For instance, Her Hub may get background check results or fraud alerts from identity verification services for fraud prevention and risk management. It may also receive information about your activities on and off the Portal through its partnership networks.

E. How Her Hub Uses the Data:

Her Hub uses, stores, processes and/or discloses your User Data for various reasons, including:

1. to set up your Account;
2. to facilitate connections between Organizations and Legal Counsel for the purposes of providing Legal Counsel Services under a Contract;
3. to answer User queries;
4. to build, enhance, develop and personalize the Portal;
5. to assist the Transaction Data Administrator's queries;
6. to enforce its Terms;
7. to comply with Applicable Laws;
8. to send you Claim Notice(s);
9. to allow you to communicate with other Users;
10. to resolve disputes;
11. to prevent fraud, abuse, incidents or other harmful activities;
12. to verify or confirm information;
13. to restrict or suspend User access to the Portal if it finds activity that may pose a risk to the Portal, its Users or any other reasons fit in Her Hub's opinion;
14. to manage referrals, surveys, or other promotional activities or events run by Her Hub or its business partners;
15. to invite you to events and relevant opportunities; or
16. for any other purposes permitted by law.

Her Hub processes User Data in accordance with the *Personal Protection and Electronic Documents Act* (PIPEDA) and applicable provincial privacy laws. Her Hub collects, uses, and discloses User Data with your knowledge and consent, except where otherwise permitted or required by law. You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice.

Her Hub uses necessary cookies to operate its website and, with consent where required, uses analytics, performance, and marketing cookies or pixels to understand usage and improve services. You can manage cookies via Her Hub's cookie banner and your browser settings. Blocking cookies may affect site functionality.

F. User Data Sharing and Disclosure:

As allowed by Applicable Laws, we may take select elements of your Data—such as your email address—convert them into a hashed format, and provide that hashed User Data to social media and search providers. We use these tools to support lead generation, increase visits to our Portal, and otherwise market the Portal. We rely on our legitimate interests in carrying out marketing initiatives aimed at presenting products or services that are likely to be relevant to you.

The social media services to which we may disclose your information operate independently of Her Hub. For details on how your User Data is handled by your social media provider, please contact that provider directly.

1. User Data sharing between Legal Counsel and Organizations

To facilitate interactions between Legal Counsel and Organizations, we may provide certain information, including Data, to both parties through the Portal. For instance, while Her Hub does not provide User Data to the Organizations about the Legal Counsel, in order for the Organization to be able to post Legal Assignments and to receive notifications when Legal Counsel has accepted the said Legal Assignment, the Organization is able to view the User Data of the Legal Counsel, including the Legal Counsel's name, contact information, areas of legal expertise, and other information the Legal Counsel provides.

2. Profiles, Listings, and Other Public Information of Lawyers

The Portal allows Legal Counsel to display information that can be seen by Users of the Portal. For example:

- a. Ratings and Reviews created by Organizations are available to Users;
- b. if you post User content in a community forum, blog, social media post, or similar feature on the Portal, that content will be visible to Users;
- c. Legal Counsel's public profile, such as first and last name, profile picture, law firm or practice, work history, biography, city, practice areas, experience, ratings, and reviews, are accessible to Users.

3. Third-party Services Used by Legal Counsel

Legal Counsel may utilize third-party services to assist, enhance, or support their use of the Portal, including calendar tools, accounting programs, legal support tools, or practice management software. Legal Counsel may provide Organization's information (such as organization name, file number, account number, or general matter details) to these third-party providers to deliver Legal Services under a Legal Service Contract. It is the Legal Counsel's responsibility to ensure that any third-party service provider they use handles Organization information securely, complies with Applicable Laws, and maintains solicitor-client privilege.

4. Compliance and Protection of Her Hub's Rights

Her Hub, either directly or through its Transaction User Data Administrator, may disclose your information to courts, law enforcement, government agencies, tax authorities, or authorized third parties when required by law, or when disclosure is reasonably necessary to:

- a. comply with legal requirements;
- b. respond to Claim Notices made against Her Hub;
- c. respond to requests related to any activity that could expose Her Hub, you, or other Users to liability;
- d. enforce and manage its Terms, payment terms, or other agreements with Legal Counsel, Organizations, or Users; or
- e. protect the rights, property, or safety of Her Hub, Her Hub's Representatives, its staff, Legal Counsel, Organizations, or the public.

If Her Hub considers it appropriate, it may notify Legal Counsel or Organizations about legal requests for disclosure of Data, unless: (i) the legal process, court order, or law prohibits it from doing so; or (ii) it believes that providing notice would be futile, ineffective, create a risk of harm to an individual or group, or increase the risk of fraud against its property, Users, or the Portal.

5. Her Hub's Service Providers

Her Hub may engage various third-party service providers to assist it in delivering User access to the Portal. These service providers may be located within or outside Canada.

Her Hub may engage third-party providers to: (a) cross-check information against publicly available databases; (b) confirm your identity; (c) support product development and ongoing maintenance; (d)

conduct background or law-enforcement checks, deter fraud, and evaluate risk; (e) promote or deliver Legal Counsel Services via external platforms and software tools; (f) handle, administer, or assess insurance claims and related matters; or (g) provide customer support, marketing, or payment processing services.

By using the Portal, you agree that Her Hub may share your User Data with these third-party providers as needed for them to perform their services. Any User Data collected, stored, or managed by third-party service providers will be governed by their own privacy policies.

III. CHOICE AND TRANSPARENCY

In order to limit the collection of your Data, you should not use the Portal. In addition, you can choose to provide less information to Her Hub or you may opt out of Her Hub promotional activities. Finally, you can restrict the types of communications you receive from us and you can unsubscribe from marketing emails by clicking the “unsubscribe” link in any marketing message or by adjusting your account notification settings.

To exercise any of these rights, please contact us at info@herhub.ca.

1. Managing Your Information

It is your responsibility to ensure your User Data is current. You can view and edit certain personal details in your account settings. If you are unable to update or correct inaccurate or incomplete information yourself, you may request that we make the changes for you.

2. User Data Access

Depending on your location, you may have the right under applicable laws to request a copy of the User Data we hold about you. You may also be able to ask for your information in a structured, commonly used, and machine-readable format, or request that we transfer it to another service provider, if technically possible.

3. User Data Retention

We typically keep your User Data only as long as necessary to meet our legal User Data retention requirements. We retain User Data only for as long as needed to fulfill the purposes outlined in this Privacy Policy, as well as to meet legal, accounting, and reporting obligations, after which we securely delete or anonymize it. The length of time we keep records depends on the type of information (for example, financial records are usually kept for 7 years; records for Legal Counsel and Organizations is kept in accordance with legal requirements).

In some regions, you may request that we delete all your User Data sooner. If you ask us to erase your data, we may retain some of your information for legitimate business reasons, such as fraud prevention or safety. For instance, if an account is suspended for fraud or safety, we may keep certain details to prevent future misuse. We may also keep your information as required by law, such as for tax, audit, or legal reporting purposes. Content you have shared may remain visible on the Portal even after your request. Finally, backup copies of your User Data may persist for a limited period before being fully deleted.

4. Withdrawing Consent and Limiting Processing

If we rely on your consent to process your Data, you can withdraw that consent at any time by updating your account settings or contacting Her Hub to specify which consent you wish to revoke. Withdrawing consent does not affect the legality of your activity before your withdrawal. In some areas, you may also

have the right to restrict how we use your information, for example, if you dispute its accuracy, if processing is unlawful and you do not want it erased, if we no longer need it but you require it for legal claims, or if you have objected to processing based on our legitimate interests.

5. Objecting to Processing

Depending on your jurisdiction, you may have the right to ask Her Hub to stop processing your User Data for certain purposes if the processing is based on legitimate interests. If you object, Her Hub will stop processing your User Data for those purposes unless it can demonstrate compelling legitimate reasons or if processing is necessary for legal claims. In addition, note that:

- a. Her Hub's Portal is designed for adults working in the legal field. We do not intentionally collect information from anyone that does not intend to use the Portal for the purpose of obtaining or providing Legal Counsel Services. If we discover that we have collected such information, we will remove it from our records.
- b. Her Hub may take photos or make recordings at events to support its mission. It will notify you at registration or at the event itself. If you do not wish to be photographed or recorded, or would like to request removal, please let Her Hub know where possible.
- c. You can adjust your communication preferences by using unsubscribe links in our emails or by contacting us directly.

6. Changes to this Privacy Policy

Her Hub may occasionally update this Privacy Policy. If we make changes, we will post the updated policy on the Her Hub Portal and revise the "Last Updated" date at the top. If you do not agree with the new terms, you should close your account. We encourage you to periodically review this Privacy Policy for the latest information and updates. By continuing to use the Her Hub Portal, you accept the updated Privacy Policy.

7. Severability

If any part of this Privacy Policy is found to be invalid or unenforceable, the remaining sections will remain fully effective as though the invalid portion had been removed. Privacy Policy Effective date: December 13, 2025.

8. Filing Complaints

You may lodge complaints about our User Data processing activities by emailing info@Her Hub.ca.

HER HUB DOES NOT EMPLOY LEGAL COUNSEL, IS NOT A LAW FIRM AND IS NOT AUTHORIZED TO PRACTICE LAW. ACCORDINGLY, HER HUB DOES NOT PROVIDE LEGAL COUNSEL SERVICES.

ANY LEGAL COUNSEL SERVICES DELIVERED BY LEGAL COUNSEL THROUGH THE PORTAL ARE INDEPENDENT OF HER HUB'S CONTROL. FURTHERMORE, HER HUB DOES NOT ASSESS OR GUARANTEE THE QUALITY, ACCURACY, SUFFICIENCY OR STANDARDS OF THE LEGAL COUNSEL SERVICES PROVIDED TO ORGANIZATIONS BY LEGAL COUNSEL. HER HUB'S ONLY ROLE IS TO FACILITATE CONNECTIONS—

SUPPORTING LEGAL COUNSEL TO CONNECT WITH ORGANIZATIONS FOR THE PURPOSES OF OBTAINING LEGAL ASSIGNMENTS, AND HELPING ORGANIZATIONS ACCESS NECESSARY RESOURCES.

HER HUB IS NOT A PARTY TO ANY CONTRACT ENTERED INTO AS A RESULT OF BEING CONNECTED THROUGH THE PORTAL.

BECAUSE HER HUB DOES NOT PRACTICE LAW OR PROVIDE LEGAL COUNSEL SERVICES, IT DOES NOT FORM A SOLICITOR-CLIENT RELATIONSHIP WITH ANY PARTY USING THE PORTAL, NOR DOES IT OWE ANY SPECIAL DUTY OF CARE THAT WOULD OTHERWISE ARISE FROM SUCH A RELATIONSHIP.