

ReziLink Terms of Use

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Welcome to **ReziLink**. These Terms of Use (“Terms”) govern your access to and use of the ReziLink platform and services (collectively, the “Platform”). By registering for an account or using the Platform, you (“**User**” or “**you**”) agree to be bound by these Terms. If you do not agree, you must not use ReziLink. These Terms incorporate by reference the ReziLink Privacy Policy (“Privacy Policy”), which you must also agree to. The Platform is provided by ReziLink (referred to as “**we**,” “**us**,” or “**our**”).

Scope: ReziLink is a secure online platform used by organizations (each a “**Customer**”) to manage information and processes involving applicants, homeowners, volunteers, staff, and other authorized users. You are an authorized end user (such as an applicant, homeowner, volunteer, staff member, or other person invited by a Customer) and your use of the Platform must be in accordance with these Terms and any policies of the Customer that apply to you.

1. Acceptance of Terms

By creating an account or using the Platform, you acknowledge that you have read, understood, and agree to these Terms. If you are using the Platform on behalf of an organization or other entity, you represent that you are authorized to accept these Terms on that entity’s behalf. **IF YOU DO NOT AGREE TO THESE TERMS, YOU MAY NOT USE THE PLATFORM.**

You also agree that your use of the Platform is subject to our Privacy Policy (which complies with the Personal Information Protection and Electronic Documents Act (**PIPEDA**) and other applicable privacy laws). By using ReziLink, you consent to the collection, use, and disclosure of your personal information as described in the Privacy Policy and in compliance with PIPEDA. If you are an **applicant or homeowner**, you understand that the information and documents you submit will be accessed by the subscribing organization (Customer) and used for evaluating your application or providing services to you. If you are a **volunteer, staff, or other authorized user**, you understand you may have access to personal information of others, and you agree to handle such information in compliance with these Terms and the Privacy Policy.

2. Eligibility

User Eligibility: You must be an individual authorized by a Customer or by ReziLink to use the Platform. The Platform is intended for use by applicants, prospective or current homeowners, volunteers, employees/staff, or other persons involved with a Customer organization's programs or services. You agree that:

- You are at least the age of majority in your province/state or country (typically 18 years or older). If you are a minor and the Platform is being used in a context that allows minors (e.g. a volunteer under 18), you must have the permission of your parent or legal guardian to register and use the Platform, and your parent/guardian may need to provide consent through the Customer organization.
- You will provide truthful, accurate, and complete information during the registration process and keep it updated (e.g. your name, contact information, and any other details required).
- Your use of the Platform is in good faith and for legitimate purposes related to the Customer's programs (for example, submitting a housing application, managing homeowner information, coordinating volunteer activities, or performing your job duties).
- You are not barred from using the Platform under any applicable laws, and your use does not violate any applicable law or regulation.

We reserve the right to suspend or terminate your account if we discover or have reason to believe that you do not meet these eligibility requirements or have otherwise violated these Terms.

3. User Accounts and Security

Account Registration: To access most features of ReziLink, you must register an account. You may need to register either by accepting an invitation from a Customer or by self-registering if permitted. You agree to register only once and not maintain multiple accounts unless explicitly allowed. All registration information you submit must be accurate and belong to you. You agree not to misrepresent your identity or affiliations.

Account Credentials: When you register, you will set up login credentials (such as a username and password). You are **responsible for maintaining the confidentiality** of your account credentials and for all activities that occur under your account. You must:

- **Choose a secure password** and keep it confidential. Do not share your password or account access with anyone, including other users, coworkers, or family members.
- **Notify us or the Customer immediately** if you suspect any unauthorized access to your account or any security breach, such as theft or loss of credentials. You can contact ReziLink support at privacy@rezilink.com or notify your organization's administrator.
- **Log out** of the Platform at the end of each session if you are using a shared or public device, and use appropriate security (like a device passcode) when using a mobile app, to prevent unauthorized access.

You agree that you will not: (a) use anyone else's account or allow anyone to use your account (except an authorized guardian for a minor user, or as explicitly permitted by the Platform's functionality); (b) create an account for someone other than yourself, unless you have proper authority (for example, registering an account on behalf of another person as part of your official duties and with their consent); or (c) falsely state or imply that you are associated with another person or entity. We are not liable for any loss or damage arising from your failure to comply with the above account security obligations.

4. Acceptable Use

You agree to use ReziLink **only for lawful purposes** and in a manner consistent with your authorized role (applicant, homeowner, volunteer, staff, etc.) and these Terms. **Prohibited activities** – You **shall not** use the Platform (including any data, content, or communication tools on the Platform) to:

- **Violate Laws or Rights:** Engage in any activity that violates any applicable law or regulation, or infringes the rights of any other person or entity (including intellectual property rights and privacy rights).
- **Harass or Harm:** Stalk, harass, threaten, harm, or improperly collect personal information about others. This includes bullying or discriminating against any person via the Platform.
- **Impersonate or Misrepresent:** Impersonate any person or entity (such as pretending to be another applicant or staff member), or misrepresent your affiliation with a person or entity.
- **Submit Illegal or Inappropriate Content:** Upload, post, or share any content or information that is unlawful, obscene, defamatory, libelous, hateful, or otherwise objectionable. You must not submit content that contains malware, viruses, or any harmful code.

- **Unauthorized Access:** Attempt to gain unauthorized access to any portion of the Platform, accounts, computer systems, or networks connected to the Platform, through hacking, password mining, or any other means. You must not defeat or circumvent authentication or security measures of the Platform.
- **Interfere with the Platform:** Interfere with or disrupt the integrity, performance, or security of the Platform or any data contained therein. This includes not engaging in any activity that could overwhelm, spam, or cripple the Platform (e.g. denial-of-service attacks, distributing malware, or automated scraping of data).
- **Commercial or Unauthorized Use:** Use the Platform for any commercial purpose not authorized by ReziLink or the Customer. You may not resell the services or data, nor use the Platform to advertise or solicit unrelated products or services. The Platform is for your personal or internal use in connection with the Customer's activities, and you may not exploit it for unsolicited mass communications (spam) or other unauthorized purposes.
- **Upload Third-Party Data Without Rights:** Upload or input personal information or data about others that you do not have the right or consent to share. (For example, if you are an applicant, do not provide someone else's personal details as part of your application without their permission; if you are a staff user, only input data from applicants/participants that has been collected in accordance with privacy laws and your organization's policies.)

Additionally, you must use any communication tools (such as messaging or commenting features) in the Platform responsibly. Any communication sent via ReziLink should be professional and pertinent to the Platform's purpose. We (or the Customer) reserve the right to moderate, review, or remove any content or communications on the Platform that violate these Terms or applicable laws, and to suspend or terminate accounts engaged in prohibited activities.

5. Data Rights and Responsibilities

When you use ReziLink, you will interact with various types of data, including personal information, documents, property data, forms, and communications. It is important to understand **who owns what** and **how that data can be used**:

5.1 Your Content: "Your Content" means any data or materials you submit or provide through the Platform. This includes, for example: application information and documents you upload as an applicant, personal details you provide as a homeowner, any forms you

fill out or sign, any messages or comments you post, or any records you update as a volunteer or staff user. You retain any ownership rights you have in Your Content. For instance, if you upload a document or photo, you are not giving up ownership of it. However, by submitting Your Content to the Platform, you are granting the Customer and ReziLink a **license** to use that content for the purposes of operating and providing the services of the Platform. This means:

- ReziLink (and its service providers) may store, transmit, backup, and display Your Content as needed to deliver the service to you and the Customer (for example, storing your application and showing it to the appropriate staff, or sending your e-signed document to the homeowner and relevant parties).
- The Customer (the organization that authorized your access) will typically be the controller of the data you provide related to their operations. They have the right to access, use, and manage Your Content within the Platform (for example, an organization's staff can review an applicant's submission, or a volunteer coordinator can see a volunteer's profile information). They may also export or download that data for their records.

5.2 Accuracy and Legitimacy of Data: You are responsible for the accuracy, quality, and legality of any data that you input or upload. This means you should not submit false, misleading, or fraudulent information. You agree to **provide information that is truthful and up-to-date**, and if circumstances change (e.g., your contact information or employment status), you will update the relevant data if the Platform allows. If you discover that you've submitted incorrect information, you should correct it as soon as possible.

If you upload documents, files, or attachments, you must have the right to do so. Do not upload content that you do not own or have permission to use. By providing any document or file, you are representing that providing it via ReziLink does not violate any law or anyone's rights.

5.3 Usage of Data: You acknowledge that data in the Platform (including Your Content and content provided by others) is to be used only for the intended purposes of the Platform. **If you have access to data about other individuals** (for example, a volunteer viewing an applicant's file, or a homeowner seeing property repair records, etc.), you may only use that data for legitimate purposes directly related to the Platform's functions and the authorizing Customer's mission. You must not export, share, or reproduce data from the Platform for personal use or outside use without authorization.

5.4 Electronic Forms and Signatures: The Platform may allow you to complete and sign forms or other documents electronically. **By using an electronic signature on ReziLink, you agree that your electronic signature is legally binding** just like a handwritten signature. You will only affix your own signature and not sign any document on behalf of someone else unless you are duly authorized to do so (e.g. you have power of attorney or are a legal guardian, and the Platform and Customer permit such signing). You agree not to repudiate or challenge the validity of any electronic signature you provide through ReziLink solely because it is in electronic form. ReziLink keeps records of electronic transactions which may be used to demonstrate your agreement or signature. It is your responsibility to review documents before signing and keep copies (the Platform or Customer may provide you a copy after signing).

5.5 Intellectual Property in the Platform: All software, technology, designs, logos, trademarks, and content provided by ReziLink in the Platform (excluding Your Content and other users' content) are owned by us or our licensors and are protected by intellectual property laws. We grant you a limited, revocable, non-exclusive, non-transferable permission to use the Platform and its materials **for the sole purpose of your authorized participation** in the Customer's program or process, and in accordance with these Terms. You may not copy, distribute, modify, or create derivative works from our software or content, nor may you reverse engineer or decompile any part of the Platform, except as permitted by law. This section does not limit any rights you have under open source licenses for components of the Platform (if any) or other written agreements.

6. Privacy and Confidentiality

6.1 Privacy Policy: ReziLink is committed to protecting your privacy. Our collection, use, and disclosure of personal information through the Platform are governed by our **Privacy Policy** (available at the link provided at the top of these Terms). The Privacy Policy explains what information we collect, how we use it, who we share it with, and your rights regarding your personal data. **By agreeing to these Terms and using the Platform, you also agree to the Privacy Policy.** If you do not agree to the handling of your data as described in the Privacy Policy, do not use the Platform.

Because ReziLink and its Customers may operate in Canada, we adhere to the principles of PIPEDA and other applicable privacy legislation. In practical terms, this means we obtain appropriate consent for personal data collection, limit use and retention of personal data,

safeguard it with security measures, and provide individuals the right to access and correct their information, as described in the Privacy Policy. If you have questions about how your data is handled, you can consult the Privacy Policy or contact the Customer organization or ReziLink's support for more information.

6.2 User Confidentiality Obligations: When using ReziLink, you may have access to confidential information. "Confidential information" means any information not generally made public that you learn through the Platform. This may include personal information about applicants or homeowners (such as contact details, financial or family information), internal notes or assessments, property locations and lockbox codes, organizational plans or communications, or any non-public document or data. You **agree to keep all confidential information strictly confidential** and to use it only for the legitimate purposes for which access was given. In particular:

- If you are a **volunteer or staff member** with access to applicant or homeowner data, you must not disclose that information to anyone outside of your authorized project or team, except as permitted by the Customer's policies and the individual's consent. For example, you should not discuss an applicant's personal story or a homeowner's finances with people outside the organization or outside what your role requires.
- If you are an **applicant or homeowner**, you might have access to information such as communications from staff, volunteer assignments to your project, or other non-public details. You should likewise treat these as confidential and not share them inappropriately.
- You will **immediately report** to the Customer (and/or ReziLink, as appropriate) any incident that you suspect or know of which results in unauthorized access to or disclosure of confidential information. This includes if you accidentally share something with an unintended recipient, or if you see a vulnerability or flaw that exposes data.

Your confidentiality obligation survives termination of your account – even if you are no longer using ReziLink or no longer involved with the Customer, you must continue to protect any confidential information you learned during your access. Unauthorized disclosure of personal or confidential data may not only breach these Terms but could also violate privacy laws and result in legal consequences.

6.3 Platform Security: We employ administrative, physical, and technical measures to protect the security of the Platform and your data, as detailed in our Privacy Policy. However, no system is perfectly secure. By using ReziLink, you acknowledge that there are inherent risks in transmitting information via the internet, and we cannot guarantee that unauthorized third parties will never be able to defeat our safeguards. **You play a role in security as well** – by keeping your account secure (Section 3) and by handling data cautiously, you help protect everyone's information.

7. Termination of Access

This Agreement is effective from the time you accept it (by registering or using the Platform) and will remain in force until terminated. Your access to ReziLink may be revoked by either you, the Customer, or us under the following circumstances:

- **Voluntary Termination by You:** You may stop using the Platform at any time. If you wish to deactivate or delete your account, you should contact the Customer organization that authorized your account or contact ReziLink support for assistance. Depending on the circumstances (for example, if you are an applicant who withdraws or a volunteer who finishes service), the Customer may retain certain data you provided as required by law or their internal records, but your login can be disabled.
- **By Customer's Direction:** Since your account exists as part of a Customer's subscription to ReziLink, that Customer (e.g. your organization) has control over who is authorized. The Customer may suspend or remove your access at any time, for example if you are no longer involved in their program or if you violate their policies. We will comply with legitimate requests from the Customer to revoke user access.
- **For Violation of Terms:** We (ReziLink) may suspend or terminate your account **immediately** and without prior notice if we, in our sole discretion, determine that: (a) you have violated any of these Terms or have engaged in unlawful or improper use of the Platform; (b) your use of the Platform could expose us or the Customer to legal liability or compromise the security or integrity of the Platform or data; or (c) we are required to do so by law or pursuant to a legal request. In some cases, at our or the Customer's discretion, you may receive a warning or an opportunity to remedy a violation, but we are not obligated to provide multiple warnings or chances.

If your account is terminated or suspended for any reason: (i) you must immediately cease all use of the Platform, and you are no longer authorized to access your account or the

Platform; (ii) any rights and licenses granted to you under these Terms will end; and (iii) you will still be bound by sections of these Terms that by their nature survive termination (such as confidentiality, indemnification if applicable, disclaimer of warranties, limitation of liability, and governing law).

Termination of your access does not automatically delete the data you have provided. Your data may be retained by the Customer or by us as outlined in the Privacy Policy and as permitted or required by law (for example, backup copies, audit logs, or records required for legal compliance). We have no obligation to provide you with a copy of Your Content after termination **unless** required by law or a specific data access right (in many cases, you should direct such requests to the Customer who controls the data).

8. Disclaimer of Warranties

Use at Your Own Risk: ReziLink is provided on an “as is” and “as available” basis. While we strive to offer a reliable and secure service, **we make no warranties or guarantees** that the Platform will be uninterrupted, error-free, or free of viruses or other harmful components.

To the fullest extent permitted by applicable law, ReziLink (and its parent company, affiliates, suppliers, and partners) disclaims all warranties and conditions, whether express, implied, or statutory, including but not limited to **implied warranties of merchantability, fitness for a particular purpose, title, non-infringement**, and any warranties arising out of conduct or course of dealing. We do **not** warrant that:

- The Platform will meet your specific requirements or expectations (for example, we do not guarantee that using ReziLink will result in any particular outcome for your application or project). The Platform is a tool that facilitates information management and communication, but final decisions (such as applicant approval or project completion) rest with the Customer and other factors outside our control.
- The Platform will be available at any given time, or that it will be free from downtime, delays, or faults. There may be planned maintenance periods or unexpected technical issues that result in temporary service interruptions. We will attempt to give advance notice of significant downtime when feasible, but we are not liable for any unavailability.
- Any data or content (whether provided by us, by Customers, or by users) on the Platform is accurate, complete, or reliable. For example, ReziLink may allow users to

upload documents or enter information; we do not independently verify the accuracy of user-provided content. It is the responsibility of the Customer and users to ensure data quality.

- Communications sent through the Platform will always be delivered or received. While we use reasonable efforts to transmit communications (like notifications, messages, or emails), factors outside our system (such as your email provider or network) might interfere.
- The Platform is totally secure. We implement security according to industry best practices, but no system can guarantee absolute security. (However, we do promise to notify affected parties of data breaches as required by law and to take remedial actions as described in our Privacy Policy.)

No Other Commitments: No information or advice (oral or written) given by us, the Customer, or any authorized representative shall create any warranty not expressly stated in these Terms. You assume the entire risk as to the use of the Platform and any output or results generated, and you are responsible for any damage to your computer system or loss of data that results from use of the Platform or downloading any material through it.

Some jurisdictions do not allow the exclusion of certain warranties, so some of the above disclaimers may not fully apply to you. In such cases, any implied warranties are limited to the minimum scope and duration permitted by applicable law.

9. Limitation of Liability

To the extent permitted by law, **in no event will ReziLink or its parent company, affiliates, officers, employees, agents, or suppliers be liable to you or any third party for any indirect, incidental, special, consequential, or punitive damages** arising out of or related to the Platform or these Terms. This includes, without limitation, damages for lost profits or revenues, loss of data, business interruption, personal injury, pain and suffering, emotional distress, or damages resulting from delay or failure of the Platform, even if we have been advised of the possibility of such damages.

In particular, and without limiting the above, we shall not be liable for:

- **Any unauthorized access to or use of our servers and/or any personal information or data stored therein** (we take measures to protect data, but as noted, no system is foolproof and we cannot guarantee absolute security).

- **User Conduct or Data:** We are not responsible for the actions, content, or data of Customers or other users. The relationships and interactions between users (e.g. between volunteers and applicants, or staff and homeowners) are managed by the Customer and the individuals involved. If you have a dispute or issue arising from interactions or decisions made by the Customer or other users via the Platform, that is generally outside of our control. However, we welcome feedback and will cooperate with a Customer's investigation of any misuse of the Platform.
- **Any decisions made by the Customer based on information in the Platform:** For example, if you are an applicant and your application is denied by the Customer, or if you are a volunteer and are not selected for a project, ReziLink is not liable for those outcomes.
- **Loss of your data or content:** We encourage Customers to keep backups of important data. While we strive to prevent data loss and may have backups, we are not liable for any irreversible loss or corruption of data submitted to the Platform.
- **Third-party services:** The Platform might integrate with or link to third-party tools or websites (for example, mapping services for property addresses, or an email/SMS service for notifications). We are not responsible for any third-party services or content, and your use of those may be subject to separate terms.

Maximum Liability: If, notwithstanding the other provisions of these Terms, ReziLink is found liable to you for any claim or cause of action arising out of the Platform, **the maximum aggregate liability we will owe you (for all claims combined) is limited to the amount of fees you or the Customer paid to us for your use of the Platform in the 12 months immediately preceding the event giving rise to liability.**

Exceptions: Some jurisdictions do not allow the exclusion or limitation of certain liabilities. In such jurisdictions, our liability will be limited to the greatest extent permitted by law. Nothing in these Terms is intended to exclude or limit liability that cannot be excluded under law (for example, certain statutory warranties that may apply to consumers, or liability for intentional misconduct or gross negligence, or death/personal injury caused by our negligence, to the extent the law does not allow exclusion).

10. Changes to Terms

We may modify or update these Terms from time to time. If we make material changes, we will **provide notice** to you by posting the updated Terms on the Platform (for example, on the login page or via an in-app notification) and/or by sending a notice to the email address

associated with your account. The notice will include the date the new Terms take effect. It is your responsibility to review any updated Terms.

By continuing to use the Platform after the effective date of new Terms, you agree to be bound by the updated Terms. If you do not agree to the changes, you must stop using the Platform and, if applicable, request that your account be deactivated.

For clarity, changes to the Privacy Policy will be handled as described in the Privacy Policy (we also provide notice for significant privacy changes). Minor changes that do not materially affect your rights (such as clarifications or typo corrections) may take effect immediately upon posting without a specific notice to you. We encourage you to periodically review the Terms of Use whenever you use the Platform to stay informed of any updates.

11. General Provisions

11.1 Governing Law: These Terms and your use of the Platform are governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. By using the Platform, you agree to submit to the personal jurisdiction of the courts located in that jurisdiction for the resolution of any disputes arising from or related to these Terms or the Platform, except where law imposes a different venue (and except for specific processes like arbitration if separately agreed).

11.2 No Waiver: If we fail to enforce any part of these Terms, it will not be considered a waiver of our rights. Any waiver of any provision of these Terms will be effective only if in writing and signed by an authorized representative of ReziLink.

11.3 Severability: If any provision of these Terms is held to be invalid or unenforceable by a court of competent jurisdiction, that provision will be enforced to the maximum extent permissible and the remaining provisions of these Terms will remain in full force and effect.

11.4 No Third-Party Beneficiaries: These Terms are between you and ReziLink (and the Customer as context requires); they do not create any third-party beneficiary rights except as explicitly provided. For example, the Customer can enforce certain sections related to

their data and policies, but nothing in these Terms confers any rights on any other third parties.

11.5 Entire Agreement: These Terms, together with the Privacy Policy and any additional guidelines or rules that we separately notify you about for specific services or features, constitute the entire agreement between you and us regarding your use of ReziLink. They supersede any prior agreements or communications (whether oral or written) relating to your use of the Platform. (However, note that if you are using ReziLink as part of an organization's subscription, the organization (Customer) may have a separate agreement with us governing the provision of the service to them. That agreement is separate from these end-user Terms. These Terms are specifically between you as an end user and us, and also protect the Customer's interests in how you use the Platform.)

11.6 Assignment: You may not assign or transfer any rights or obligations under these Terms to anyone else without our prior written consent. We may assign our rights and obligations to an affiliate or in connection with a merger, acquisition, sale of assets, or by operation of law or otherwise. These Terms will inure to the benefit of any successors or assigns of ReziLink.

11.7 Contact Information: If you have any questions or concerns about these Terms or the Platform, you may contact ReziLink support at privacy@rezilink.com. If you are unsure about any provision or need clarification, we encourage you to reach out before accepting these Terms.

By clicking "I Agree" (or a similar button) or otherwise indicating your acceptance, you confirm that you understand and agree to these Terms of Use. Thank you for using ReziLink in partnership with your organization's mission, and for helping to maintain a safe and compliant environment for everyone.