



## Privacy Notice

### Introduction

At Ichor Holdings Ltd. (Ichor Health Inc. and Ichor Laboratories, “Ichor”), we are committed to protecting and respecting your privacy. We recognize the need for strong privacy and security protection of your personal information, and we take that very seriously. This privacy notice describes how we collect, use and disclose personal information when you visit our website.

### What is personal information and does Ichor’s website collect personal information?

Personal information is generally considered to be any information about an identifiable individual. The only personal information that we collect from your visit is what you provide to us voluntarily for specific purposes, such as inquiries, feedback, or when you subscribe to our newsletter.

As true of most other websites, our web servers automatically record details about website visits and interactions, which are non-identifiable. Web server log records are generated when visitors browse our web pages.

The information log records capture data that includes internet protocol (IP) addresses, the general location or region where your computer or device is accessing the internet, browser type, operating system and other usage information about the use of Ichor’s website, including a history of the pages you view. We may use this information to help

us design our site to better suit our users' needs. We may also use your IP address to help diagnose problems with our server and to administer our website, analyze trends, track visitor movements, and gather broad demographic information that assists us in identifying visitor preferences.

## **Cookies**

Ichor utilizes the [Google Business Profile](#) to maintain accurate information about the way Ichor appears online, and [Google Analytics](#) as a web analysis tool. Google uses cookies (a cookie is a small piece of text sent to your browser) to remember information about your visit, like your preferred language and other settings. Cookies can make your next visit easier and the site more useful to you. Cookies are created by websites and sit in your browser until they expire. Google may track your online activities across other websites, however, individuals may choose to opt out of Google Analytics [here](#), to prevent their data from being used.

## **When and how we use or share information with others**

If you correspond with Ichor via the chatbot, website, or subscribe to our Newsletter specifically, then we use your information to communicate with you, in accordance with your expressed instructions, such as to reply to your inquiry. Pre-registration to engage the chatbot is enabled and Ichor collects your e-mail for the sole purpose of corresponding with you about your inquiry, should the chatbot get disconnected. When booking online lab appointments, you will be redirected to Ichor's online booking site however, patient information collected in the booking application is governed by Ichor's corporate Privacy Policy and applicable privacy legislation. We only collect and use the personal information we require to provide our laboratory services to you. Except as provided in this notice, Ichor does not use your Personal Information for any other purpose.

Ichor does not disclose data collected from this website unless data is requested to comply with the law (i.e. to comply with a search warrant, subpoena or court order). We do not sell personal information to anyone.

## **Canada's Anti-Spam Law**



100, 7777 10 St NE Calgary, AB T2E 8X2

Ichor has implemented best practices associated with the consent and unsubscribing provisions for Commercial Electronic Messages (CEMs) in Canada's Anti-Spam Legislation (CASL). Consent is required by CASL in order to subscribe to our Newsletter, thus Ichor ensures recipients have expressly opted-in to receive Ichor's communications. Unsubscribe options are made available to cancel subscriptions.

### **Security of Personal Information**

Appropriate technical, physical and administrative safeguards are in place to ensure security of personal information you voluntarily provide us. We employ the highest standards of security technology which includes updates and testing of our security technology on an ongoing basis.

### **External Sites**

Ichor's website may contain links to external websites. External links may be shared for your convenience or information, however, we are not responsible for the content or privacy practices of these websites. It is advised that you examine each website's privacy policy and disclaimers and use your discretion regarding the accuracy, reliability and completeness of information viewed there.

### **Updates to this Privacy Notice**

The privacy landscape is continually evolving, so from time to time we will update this privacy notice to take into consideration new information practices or privacy requirements.

### **Privacy Officer**

Ichor is located in Calgary, Alberta, Canada. Ichor has appointed a Privacy Officer for you to contact if you have any questions or concerns about your information or our privacy policy or practices. Ichor's Privacy Officer's name and contact information are as follows:

Tyler Vander Veecken  
Ichor Holdings Ltd.  
7777 10 Street NE, Unit 100, Calgary, Alberta, T2E 8X2

Telephone: 1-844-424-6728  
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