

Privacy Policy Descartes Mobile™

Introduction

The Descartes Systems Group Inc. (the "Company") is committed to maintaining the accuracy, confidentiality, and security of the personal data that the Company collects from or about you through the Descartes Mobile™ app (the "App").

This Privacy Policy ("Policy") describes the personal data that the Company collects from or about you through the App and how the Company uses that personal data. The purpose of this Policy is to provide a consistent policy statement and guidelines for the collection, processing, storage, transfer, and use of personal data that the Company collects from or about you through the App.

Scope

This Policy applies to all information and data collected by the Company from users of the App. This policy may further be supplemented by Descartes' general privacy policies available at www.descartes.com/privacy-center.

Definitions

Except as otherwise defined in this Policy, capitalized terms have the meanings set forth herein.

"Agent" means a third-party organization that performs tasks on behalf of and under the instructions of the Company.

"Customer" means a customer of the Company who has retained the Company to provide them location-based supply chain visibility information.

"Identifiable natural person" means a person who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his or her physical, physiological, mental, economic, cultural or social identity.

"Non-Agent third party" means any third party that is not an Agent.

"Personal data" means any information about an identified or identifiable natural person collected through the App.

Compliance with Local Laws

This Policy guides the Company with respect to personal data collected via the App. The Company complies with privacy laws within each jurisdiction it operates and adapts to specific privacy requirements of particular jurisdictions as necessary.

Collection and Use of Personal Data

By installing the App onto your device, you consent to the Company's collection, use, and disclosure of information which may include:

- Location data collected through your device's GPS system to provide services such as real-time tracking of goods and assets. This data includes latitude, longitude, altitude, and heading.
- Diagnostic information from your device such as device type, operating system, battery life, and network status to improve service delivery and app functionality.

Personal Information Collected or Processed

The Company may collect various types of personal data necessary for the delivery of services, including, but not limited to, your name, contact information, employer details, and professional associations. Data

may be used to manage subscriptions, enhance user experiences, and meet legal and regulatory requirements.

Sharing of Information

Descartes is a global organization that operates multiple data centers across the world. Personal information may be transferred internationally within Descartes group of companies and to third-party service providers with stringent data protection measures in place.

Data Security and Integrity

The Company will take reasonable steps to ensure the protection of personal data through robust security measures and compliance with applicable privacy legislation.

Access and Correction of Personal Data

You have the right to access and correct your personal data as governed by applicable law. Requests for access or correction can be made through the contact details provided below.

Changes to the Privacy Policy

This Policy may be updated periodically to reflect changes in our personal data practices or relevant laws. The latest version of the Privacy Policy will always be accessible on our website.

Contact Information

For any inquiries, concerns, or requests regarding this privacy policy, please contact:

- Email: dsg-privacy@descartes.com
- Phone: 1-800-419-8495

Data Privacy Officer Contact

Peter Nguyen, Data Privacy Officer
Mail: 120 Randall Drive, Waterloo, Ontario, Canada, N2V 1C6
Email: dsg-privacy@descartes.com
Telephone: 1-800-419-8495
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