

KYBER SOLUTIONS INC.

Bolt Privacy Policy

Covers kybers.ca, Bolt and yard storefronts. Effective 20 September 2026.

This policy covers kybers.ca, Bolt and what we do when you use a yard's Bolt storefront. Bolt is our inventory and marketplace software for automotive recycling yards. It says what we collect, who else sees it and how long we keep it.

1. WHO WE ARE AND WHO IS RESPONSIBLE

Kyber Solutions Inc. is a federal corporation under the Canada Business Corporations Act, registered extraprovincially in British Columbia. Our head office is 1151 West Georgia Street, Unit 2906, Vancouver, British Columbia V6E 0B3.

Our Privacy Officer is the Chief Executive Officer, by position. Write to privacy@kybers.ca. We follow British Columbia's Personal Information Protection Act, the federal Personal Information Protection and Electronic Documents Act, and Canada's anti-spam law.

2. TWO ROLES

We have two jobs here, and it matters which one applies.

- **Your own account** The details of your business, your staff logins, your billing and your messages to support. We decide how that information is used and we answer for it. Each person who signs in also accepts the Bolt Terms of Use.
- **What you put into Bolt** Your vehicle records, parts, photographs, voice notes and the details of your own customers and suppliers. It includes the inquiries sent through your storefront. That is your data. We act only on your instructions, to run Bolt for you. You answer to your own people for it.

3. WHAT WE COLLECT

- **Website sign-up and demo requests** Your name and email address, and anything else you put in the form. Nothing else.
- **Bolt account** Your business name and address, your business number where we need it for tax or invoicing, and the name, title, email and phone number of each person you authorize.
- **Your data in Bolt** Everything you or your staff enter or upload: vehicle records and VINs, parts, prices, photographs and voice notes, and the details of your own customers and suppliers.

- **Storefront inquiries** The name, contact details and message someone sends a yard through its storefront.
- **Billing** Stripe takes and holds your card details. We never see a full card number. We keep the invoice, the amount and the last four digits.
- **Support and use** Your messages to support@kybers.ca, and the sign-in times, network addresses and error logs that keep Bolt secure and working.

4. PHOTOGRAPHS AND VOICE NOTES

A photograph taken in a yard can show a person, a licence plate or paperwork on a seat. A voice note can name a customer or repeat what one said.

Bolt sends both to our AI scanning providers, which read them to identify the part and grade its condition, then writes the result into your inventory. We store the originals with your data.

Photograph what you need for the part. Crop or leave out plates, documents and faces where you can, and tell your staff to do the same. If someone asks you to remove a photograph or a voice note, delete it in Bolt, or ask support@kybers.ca and we will remove it within 30 days. If the person writes to us first, we pass the request to you.

5. WHO ELSE SEES IT

We do not sell personal information. Apart from the listings you choose to publish and the record of an order we give both sides, we do not show one customer's data to another. These companies help us run Bolt, the storefronts and the website. We require each of them to protect your data to a standard consistent with our customer agreement, and we stay responsible for them.

- **Google Cloud** Hosts Bolt and stores your data, including photographs, voice notes and storefront inquiries. Some of it may sit outside Canada, and we confirm where on request. Photographs on your public storefront are also served from its worldwide network.
- **OpenAI and Anthropic** OpenAI runs AI scanning and Anthropic is the backup. Both process in the United States.
- **Stripe** Processes payments and holds card details, in the United States.
- **Cloudflare** Hosts kybers.ca and serves it from its network around the world.
- **Plausible Analytics** Counts visits to kybers.ca, only if you accept the banner.
- **Email delivery** Our email delivery provider sends the emails we send from the website and from Bolt, in the United States.

OUTSIDE CANADA. Information processed outside Canada may be accessible to that country's courts, law enforcement and national security authorities.

We also disclose information where the law compels it, telling you first where we are allowed to and giving only the minimum.

6. AI SCANNING

The models read your photographs and voice notes and return a part identification and a condition grade. That is all they do with them. Our providers are not permitted to use your data to train their general models. Using scanning, whether the scans included in your subscription, a trial or credits you buy, is your consent to AI scanning, and you can withdraw it in writing at any time. A scan is a suggestion, not a decision: a person on your team can change or reject any result.

7. MARKETPLACE

When you list a part, you publish it. What goes out is the part and vehicle details, condition, photographs, price, quantity, and your business name, location and contact details. Nothing else goes: not your costs, your unlisted inventory, your sales history or your customer and supplier records.

If you turn on the eBay connector, the same fields go to eBay. Facebook Marketplace will follow once the publishing route is confirmed. Those platforms run under their own rules and keep their own copies. When you remove a listing we stop showing it and ask the platform to take it down, but we cannot recall a copy someone has already saved.

8. IF YOU ARE BROWSING A YARD'S STOREFRONT

You can look at a yard's Bolt storefront without giving us your name.

If you send an inquiry about a part, the name, contact details and message you give go to that yard, and the form tells you so before you send. The yard decides what to do with them and answers requests about them. We hold them with the yard's data, as its service provider. The yard can delete an inquiry at any time, and anything left is deleted on the same schedule as the yard's other data.

9. COOKIES AND ANALYTICS

Bolt sets the cookies needed to sign you in and keep your session secure. The website shows a banner on your first visit. Decline and only those necessary cookies run. Accept and we also load Plausible Analytics, which counts page views and referring sites without cookies and without building a profile of you. On kybers.ca and in Bolt we run no advertising cookies, no cross-site tracking and no social media pixels.

10. HOW LONG WE KEEP IT

- **Sign-up name and email** Until you unsubscribe, or two years after you last click one of our emails.
- **Your data in Bolt** You can export it for 30 days after your agreement ends. We then delete it from production within 30 days and from backups within 90 days after that. Storefront inquiries follow the same schedule.
- **Tax and financial records** Seven years, as the law requires.
- **Marketing consent records** Three years.
- **Breach records** Twenty-four months.

11. YOUR RIGHTS

Ask what personal information we hold about you and we will give you a copy, or correct it if it is wrong. Write to privacy@kybers.ca. We answer within 30 days and charge nothing. If a request is complex or covers a lot of records, we tell you and take up to 30 days more. We may ask you to confirm who you are first.

If your details were entered into a yard's records inside Bolt, as its customer, supplier or contact, or you sent an inquiry from a yard's storefront, the yard controls them. We pass your request to the yard and tell you we have, unless the law requires us to answer it ourselves. For your own Bolt login and user record, write to us.

12. IF SOMETHING GOES WRONG

If we learn that someone has reached data on our systems without permission, or that data has been lost or destroyed, we tell the affected customer in writing within 72 hours and say what we are doing about it. Where a breach involves information we are responsible for and there is a real risk of significant harm, we report it to the Office of the Privacy Commissioner of Canada. We keep a record of every breach. For information inside your Bolt account you decide whether to notify your own people and any regulator, and we give you what you need to do it.

13. EMAIL

Invoices, receipts, service notices and security alerts come with your subscription and continue while your account is open. Product news and offers go only to people who ticked the consent box. Each one names Kyber Solutions Inc., gives our Vancouver address and carries a working unsubscribe link. Click it, or write to privacy@kybers.ca, and we stop within 10 business days.

14. WHO THIS IS FOR

Bolt accounts and this website are for businesses and the adults who work in them. A yard's storefront is open to anyone looking for a part, and its form asks only for a name, contact details and a message. We

do not knowingly collect information about children. If a child's information reaches us, write to privacy@kybers.ca and we will remove it.

15. CHANGES

We may update this policy. If a change matters to you, we email your registered address at least 15 days beforehand and post the updated policy with its new effective date.

16. COMPLAINTS

Bring it to us first, at privacy@kybers.ca, so we can put it right. If we do not settle it, you may complain to either commissioner.

Office	How to reach them
Office of the Privacy Commissioner of Canada	30 Victoria Street, Gatineau, Quebec K1A 1H3. 1-800-282-1376. priv.gc.ca
Office of the Information and Privacy Commissioner for British Columbia	PO Box 9038 Stn Prov Govt, Victoria, British Columbia V8W 9A4. 250-387-5629. info@oipc.bc.ca . oipc.bc.ca