

Privacy Policy

Effective date: September 19, 2026

Last updated: September 19, 2026

MYL Instruments Inc. (“MYL”, “we”, “us” or “our”) is committed to protecting personal information and respecting the privacy of the individuals whose information we collect, use, communicate or otherwise process.

This Privacy Policy describes our general practices regarding personal information in connection with our website, communications, business activities, recruitment activities, products and services.

Where MYL processes information on behalf of a healthcare institution, customer or other organization, additional agreements, notices, institutional requirements and applicable laws may govern that processing.

1. Personal information we collect

The personal information we collect depends on how an individual interacts with MYL.

It may include:

- name and contact information;
- professional title, role and organization;
- communications with MYL;
- information submitted when requesting information, a demonstration or support;
- account and authentication information;
- information relating to the use of our products or services;
- technical and device information;
- recruitment and employment application information; and
- other information provided to us in the course of our business activities.

When individuals use our website or online services, we may also automatically collect certain technical information, such as IP address, browser or device information, access dates and times, pages accessed, and security or diagnostic information.

We seek to limit the collection of personal information to what is reasonably necessary for the purposes for which it is collected.

2. How we use personal information

We may use personal information to:

- provide, operate and support our products and services;
- manage customer and business relationships;
- respond to inquiries, requests and demonstration requests;
- administer accounts and authorized access;
- communicate with customers, prospective customers, partners and other stakeholders;
- maintain the security, reliability and integrity of our systems;
- develop, evaluate and improve our products and services;
- perform contractual obligations;
- evaluate employment candidates and administer recruitment activities;
- maintain appropriate business, operational and legal records;
- comply with applicable legal, regulatory and contractual requirements; and
- establish, exercise or defend legal rights.

Where required by applicable law, MYL obtains consent or relies on another legally permitted basis before collecting, using or communicating personal information.

3. Healthcare environments

Certain MYL products and services are used in healthcare environments. In connection with those services, MYL may process information relating to healthcare operations, professionals, patients or clinical activities.

The nature of the information processed, the purposes of the processing and the applicable requirements may vary depending on the product, deployment and participating healthcare institution.

Where MYL processes information for or on behalf of a healthcare institution, MYL does so in accordance with applicable law, contractual requirements and the authority or instructions applicable to the participating institution.

MYL applies privacy and security safeguards appropriate to the sensitivity of the information.

Additional privacy notices, consent or authorization processes, institutional policies or other requirements may apply to particular healthcare deployments.

4. Cookies and similar technologies

Our website and online services may use cookies, pixels or similar technologies to support functionality, security, analytics, communications or user experience.

The technologies used may collect information such as device identifiers, IP addresses, browser information, interactions with our website and similar technical information.

Where required by applicable law, MYL provides appropriate notices, choices or consent mechanisms regarding these technologies.

Individuals may also be able to manage certain cookies through their browser or device settings.

5. Automated processing

Certain MYL products and services may use automated technologies to process or analyze information in order to provide their functionality.

Where applicable law requires specific notice, consent, explanation, access to information, human review or other rights or controls relating to automated processing, identification, location or profiling technologies, MYL or the organization responsible for the relevant processing will provide them as required.

6. When we disclose personal information

MYL may disclose personal information where reasonably necessary to:

- service providers that support our technology, infrastructure, security, communications or business operations;
- customers or healthcare institutions in connection with services provided to them;
- professional advisers, including legal, accounting, insurance and security advisers;
- government authorities, regulators, courts, law-enforcement authorities or other persons where required or permitted by law; or
- parties involved in a financing, restructuring, merger, acquisition, sale of assets or other corporate transaction, subject to applicable safeguards.

Service providers that process personal information on our behalf are subject to confidentiality, privacy, security or contractual requirements appropriate to the nature of the services they provide.

MYL does not sell personal information for monetary consideration.

Where applicable privacy laws treat certain other disclosures, including certain advertising-related disclosures, as a “sale,” “sharing,” “targeted advertising” or a similar regulated activity, MYL provides any notices, choices or opt-out rights required by applicable law.

7. Storage, processing and cross-border transfers

The location in which personal information is stored, processed or accessed depends on the nature of the information, the applicable service and applicable legal, regulatory, contractual and deployment-specific requirements.

Where specific data-localization or geographic requirements apply, MYL stores and processes information in accordance with those requirements.

Other personal information may be stored, processed or accessed in Canada, the United States or other jurisdictions in which MYL or its service providers operate.

When personal information is transferred or made accessible across provincial, state or national boundaries, MYL applies the assessments, safeguards and contractual protections required by applicable law and appropriate to the sensitivity of the information.

Information processed in another jurisdiction may be subject to the laws of that jurisdiction and, where permitted by law, may be accessible to courts, law-enforcement authorities, regulatory authorities or other governmental bodies.

Certain customers, healthcare institutions or deployments may impose additional requirements concerning where information may be stored, processed or accessed. MYL applies such requirements where applicable.

8. Security

MYL maintains administrative, technical and physical safeguards designed to protect personal information against unauthorized access, use, disclosure, alteration, loss or destruction.

The safeguards applied depend on factors including the sensitivity, quantity, purpose and format of the information and the circumstances in which it is processed.

Access to personal information is restricted to persons who require access for authorized purposes.

While MYL takes reasonable measures to protect personal information, no method of electronic transmission, processing or storage can guarantee absolute security.

9. Retention and destruction

MYL retains personal information only for as long as reasonably necessary to fulfill the purposes for which it was collected and to satisfy applicable legal, regulatory, contractual, security and operational requirements.

Retention periods may vary depending on the nature of the information and the context in which it is processed.

Information processed on behalf of a customer or healthcare institution may also be subject to customer-specific or deployment-specific retention requirements.

When personal information is no longer required, MYL takes appropriate measures to securely destroy it or, where permitted and appropriate under applicable law, anonymize it.

10. Privacy rights and choices

Depending on an individual's jurisdiction, the circumstances and applicable law, individuals may have certain rights relating to their personal information.

These may include the right to:

- request confirmation as to whether MYL holds personal information about them;
- request access to personal information;
- request correction of inaccurate, incomplete or outdated information;
- request deletion of personal information where applicable;
- obtain information concerning the use or disclosure of their personal information;
- withdraw consent where processing is based on consent, subject to applicable limitations;
- obtain eligible personal information in a portable or commonly used technological format;
- request cessation of dissemination or de-indexation where provided by applicable law;
- opt out of certain sales, sharing, targeted advertising or profiling activities where such rights apply;
- restrict or object to certain processing where applicable;
- appeal certain decisions relating to a privacy request where applicable;
- exercise applicable privacy rights without unlawful discrimination or retaliation; and
- submit a question or complaint concerning MYL's privacy practices.

These rights are subject to applicable legal conditions, exceptions and limitations.

MYL may take reasonable steps to verify an individual's identity before responding to a request.

Where MYL processes information on behalf of a healthcare institution or another organization that is responsible for responding to the request, MYL may direct the individual to that organization or assist it in responding, as appropriate.

11. Privacy governance

MYL maintains policies and practices governing the protection of personal information throughout its lifecycle.

These practices address matters including:

- appropriate collection, use and disclosure;
- employee and personnel responsibilities;
- access to personal information;
- security safeguards;
- retention and destruction;
- service-provider management;
- privacy impact assessments where required;
- privacy and security incidents; and
- handling of privacy requests and complaints.

MYL reviews and updates its privacy practices as appropriate to reflect changes in its activities, technologies and applicable requirements.

12. Recruitment

Individuals who apply for employment or other professional opportunities with MYL may provide information including their name, contact information, résumé or curriculum vitae, education, employment history, qualifications, references and other application-related information.

MYL uses this information to evaluate applications, communicate with candidates, conduct recruitment activities and, where appropriate, establish an employment or professional relationship.

13. Third-party websites and services

Our website or communications may contain links to websites, platforms or services operated by third parties.

MYL is not responsible for the privacy practices of third parties. Individuals should review the privacy information provided by the applicable third party before providing personal information through those services.

14. Changes to this Privacy Policy

MYL may update this Privacy Policy from time to time to reflect changes to our practices, technologies, products, services, legal requirements or other circumstances.

The current version will be made available through our website and will indicate the date on which it was last updated.

Where required by applicable law, MYL will provide additional notice of material changes.

15. Contact us

Questions, requests or complaints relating to personal information or this Privacy Policy may be directed to:

Privacy Officer / Person in Charge of the Protection of Personal Information

MYL Instruments Inc.

Email: contact@mylinstruments.com

MYL will review privacy questions, requests and complaints in accordance with applicable law and its privacy governance procedures.

Individuals may also have the right to contact the privacy or data-protection regulator applicable in their jurisdiction, including the Commission d'accès à l'information du Québec where applicable.