TiketFix Privacy Policy

Gaschi Tech11 Inc. | TiketFix

Revision prepared November 3, 2026

About This Policy

TiketFix is operated by Gaschi Tech11 Inc. This policy explains how we handle personal information when you use our websites, mobile application, client and professional accounts, case-management tools and related services. Personal information is information about an identifiable individual. Case records can contain sensitive personal information.

Information We Collect And Store

We store personal information connected with client accounts and cases in our database. Depending on the matter and the information provided, this includes names and contact details; account and client identifiers; tickets, notices, court documents and supporting materials; messages and instructions; relevant dates; and case status, proposals and outcomes. It may also include billing and transaction records relating to the case.

We receive information when you create or maintain an account, submit or update a case, upload documents, communicate through the Platform, or contact support. A legal professional representing you may add information relating to your case. Anyone submitting information about another person must have the necessary authority or consent. Please provide only information relevant to the service.

How We Use Personal Information

We use account and case information to maintain your account and case history, facilitate case-related communication with your representing legal professional, provide support, administer related transactions, protect the Platform, and meet applicable legal obligations. We do not use private case documents or communications as public promotional material.

Where consent is required, we seek it for the identified purpose. Acceptance of our Terms does not replace separate consent required by law. Contact us if you wish to withdraw consent; we will explain any effect on the services we can provide and any lawful retention obligations.

Access And Disclosure

We do not sell or trade personal information. We do not share personal information with third-party companies for their own advertising, marketing or other independent commercial purposes.

When you submit a case for professional review, prospective legal professionals may view the relevant ticket, driver's licence, driving abstract, and court documents concerning court dates or trial, before you retain a professional. These documents may identify you and contain sensitive information. This access is for reviewing the matter, assessing whether the professional can act, and preparing a response. We seek the required consent for this disclosure when you submit the case for review. If you submit someone else's documents, you must have appropriate authority or consent. These records are not public or available to unrelated users.

Once a professional is retained, relevant case information is made available to that professional for the agreed representation and case management. Professionals receiving information before or after retention must use it only for the authorized purpose and comply with confidentiality and applicable professional duties.

Providers involved in processing payments may process payment information needed to carry out the transaction. This limited processing does not authorize those providers to use the information for independent marketing or to

Commented [TF1]: Owner confirms no sale or independent commercial sharing, with payment-provider processing limited to payment information and professional case review as separately disclosed. Confirm actual infrastructure and processing locations: if an external host stores or processes the case database or backups, that processing must also be disclosed even if humans do not routinely read records. Add verified provider categories and safeguards before publication if applicable.

Commented [TF2]: Owner confirms prospective lawyers can view tickets, driver licences, abstracts and court-date/trial documents. These are identifiable and potentially sensitive. Implement clear submission-time consent and appropriate audience limits, minimization/redaction and role permissions. Confirm which professionals receive each submission and whether corporate administrators have access; avoid displaying full ID where unnecessary. This document does not implement those controls.

access client case documents. We do not disclose case files to hosting or payment providers for payment processing.

Authorized TiketFix personnel may access information where needed to operate the service, assist with an account or case-support request, maintain security or comply with law. A corporate account or payment by an employer does not by itself authorize disclosure of an individual's confidential case information to that employer.

We may disclose information where required by applicable law, a binding court order or another legally enforceable obligation. We limit such disclosure to what is legally required. Where lawful, we will explain a disclosure requirement to the affected person. A representing legal professional may separately need to disclose case information to a court or another participant in the legal process under the professional's duties and the client's instructions.

Retention And Account Closure

We retain client case records in our database for as long as the client maintains an account, to support the account and its case history, subject to applicable law and valid privacy requests. An open account does not remove your rights to request access, correction, withdrawal of consent or deletion where those rights apply.

You may request account closure and deletion by contacting us. After verifying your identity and authority, we will explain the scope of the request, any information that must be retained, and the expected handling timeframe. Information no longer needed for a lawful purpose will be securely deleted or de-identified in accordance with applicable law. Immediate deletion from every system or backup is not promised.

Commented [TF3]: Confirm the operational deletion process, inactive-account handling, legal retention schedule and backup expiry. No exact deletion period has been invented. Account lifetime retention still needs a necessity review under applicable law.

Limited records may need to remain for applicable legal or regulatory retention duties, an existing legal hold, or the establishment, exercise or defence of legal claims where permitted by law. Retained information remains protected and is used only for the relevant retention purpose. A representing professional may have separate duties to retain a professional file. Closing your TiketFix account does not terminate a retainer or change a court deadline.

Security

We maintain security protocols designed to protect personal information and case records against unauthorized access, use, disclosure, alteration and loss. Safeguards must be appropriate to the sensitivity of the information. No electronic service, storage system or transmission method can guarantee absolute security. Nothing in this policy excludes obligations or liability that cannot lawfully be excluded.

Commented [TF4]: Owner confirms security protocols exist. Specific encryption, access-control, audit, breach-response and hosting claims have not been independently verified. Confirm these before publication and ensure the incident procedure can meet the policy.

Keep your login details private and contact us promptly if you suspect unauthorized access. Avoid sending sensitive case documents in a public social post or an unsecured support message; contact us for an appropriate way to provide them.

Privacy Incidents

If we identify a privacy incident, we will take appropriate steps to investigate, contain it and assess its impact. We will notify affected individuals and the appropriate regulator when required by applicable law, within the applicable timeframe. Where PIPEDA requires notice because a breach creates a real risk of significant harm, notice will be given as soon as feasible after that determination. We will keep incident records as required by law.

Required notices will explain the information and risks involved, the response taken, practical protective steps and how to contact us, to the extent known and required by law. Notification may be provided by email, an appropriate Platform notice or another method permitted by law.

Your Requests And Complaints

Contact info@tiketfix.com to request access to your personal information, correction of inaccurate information, information about its use or disclosure, withdrawal of consent, or account closure and deletion where available. We

may need to verify your identity and authority without collecting unnecessary information. We will respond within the period required by applicable law, explain any lawful exception or extension, and tell you how to raise a concern.

If a request concerns a record controlled independently by your representing legal professional, we may direct you to that professional. You may also complain to the privacy regulator with jurisdiction over your concern. Contacting us does not waive that right.

Website Technology And Optional Features

We do not currently use Google advertising or Google Analytics tracking. Browser and device settings may allow you to manage cookies, local storage, notifications and application permissions. Disabling a feature needed for sign-in or another service may affect that service. Before introducing optional tracking or another use requiring consent, we will disclose it and obtain the required consent. Private case information is not provided to advertisers.

If you choose to publish a profile, review or community post, it will be visible to the audience shown for that feature. Do not include confidential case information or another person's personal information without authority. Third-party sites you choose to visit have their own privacy policies; a link does not authorize TiketFix to disclose your private case file.

Service Messages And Marketing

We use contact details for account, case, security and transaction communications. Marketing messages are sent only as permitted by applicable law and include the required sender information and unsubscribe mechanism. You may unsubscribe from marketing messages without giving up necessary non-marketing account or case communications. We honour marketing opt-out requests within the applicable legal timeframe.

Young People

The Platform is intended for adults and is not marketed to people under 18. Any permitted use by a minor must comply with our Terms and applicable requirements for parental or guardian involvement. If case information concerns a child, the person submitting it must have appropriate authority, and required consent and safeguards must be in place. Contact us if you believe information about a child was provided without necessary authority or consent.

Changes To This Policy

We will publish updates with a revised date and provide notice of material changes where required. If a new purpose or disclosure requires additional consent, we will seek that consent before proceeding. A policy update does not remove rights under applicable law.

Contact

For privacy requests or concerns, contact TiketFix, Gaschi Tech11 Inc., attention Sam Gaschi, at info@tiketfix.com or by mail at 5063 N Service Rd #200, Burlington, ON L7L 5H6, Canada.

Commented [TF5]: Owner confirms Google advertising and analytics tracking are inactive. Old Google remarketing and DoubleClick claims have been removed. Confirm the technical cookie and SDK inventory and that deployed code matches this instruction; do not infer that no functional cookies or other telemetry exist.

Commented [TF6]: Existing public contact retained. Confirm who is formally responsible for privacy and publish the required title/contact details where applicable, including Quebec. Confirm applicable Canadian provincial and US requirements and any location-specific notices.