

TRIPPA.CA

Privacy Policy and User Agreement

Effective Date: January 1, 2026

1. INTRODUCTION

Trippa.ca ("the App", "we", "us", "our") is a web-based transit scheduling and real-time tracking application designed to provide GO Transit passengers in the Greater Toronto Area (GTA) with live transit information, route planning, and scheduling assistance. This Privacy Policy and User Agreement ("Agreement") outlines the terms and conditions governing your use of the App and explains how we collect, use, disclose, and protect your personal information.

By accessing or using Trippa.ca, you agree to be bound by this Agreement. If you do not agree with any part of these terms or our privacy practices, please do not use the App.

2. PRIVACY POLICY

2.1 Information We Collect

2.1.1 Personal Information You Provide

We may collect the following information when you voluntarily provide it:

- Account Information: Your name, email address, and password if you create an account
- Accessibility Preferences: Information about mobility or accessibility requirements you voluntarily disclose
- Saved Locations: Frequently accessed stops, routes, or favorite destinations you explicitly save
- Communication Preferences: Your notification and communication settings

2.1.2 Information Collected Automatically

When you use Trippa.ca, we automatically collect certain information:

- Location Data: Precise GPS coordinates are collected ONLY when you explicitly grant location permission. This data enables real-time vehicle tracking and transit arrival estimates
- Device Information: Device type, operating system version, browser type, and unique device identifiers
- Usage Data: Features accessed, routes searched, stops viewed, session duration, and interaction patterns
- IP Address and Network Information: Your IP address, Internet Service Provider (ISP), and network connection type
- Cookies and Tracking Technologies: We use cookies, local storage, and similar technologies to maintain session state and remember preferences
- Error Logs: Application crash reports, error messages, and technical diagnostics

2.1.3 Information from GO Transit

The App integrates publicly available GO Transit data including real-time vehicle positions, route schedules, service alerts, and stop information. This data is provided by GO Transit's open data APIs and does not contain personal information about individual transit users.

2.2 How We Use Your Information

We use the information collected for the following lawful purposes:

- **Service Delivery:** Providing real-time transit tracking, arrival predictions, and route planning functionality
- **Account Management:** Creating and maintaining user accounts, authentication, and password recovery
- **Notifications:** Sending push notifications or email alerts for service disruptions, delays, or information you requested
- **Analytics and Improvement:** Analyzing user behavior and app performance to identify issues, improve features, and enhance user experience
- **Technical Support:** Providing customer support and resolving technical issues
- **Compliance and Safety:** Ensuring compliance with applicable laws, preventing fraud, and protecting app security
- **Legal Obligations:** Responding to lawful requests from government authorities or courts
- **Marketing:** With your explicit consent, sending promotional materials about new features or related services

2.3 Data Sharing and Disclosure

2.3.1 We Do NOT Share Personal Information With:

We strictly limit third-party data access. Your personal information is NOT sold, rented, or shared with external parties for their marketing purposes.

2.3.2 Limited Sharing With Service Providers

We may share limited information with trusted third parties who assist us in operating the App, subject to confidentiality agreements:

- **Cloud Infrastructure Providers:** We use secure cloud hosting services (e.g., AWS, Azure) to store app data and backups
- **Analytics Providers:** Anonymized usage data may be shared with third-party analytics services to understand app performance
- **Payment Processors:** If premium features are offered, payment information is handled by PCI-compliant payment processors
- **Push Notification Services:** Notification platforms may receive anonymized user IDs required for delivery

2.3.3 Legal Requirements

We may disclose personal information if required by law, by court order, or to protect our legal rights, property, or the safety of our users. We will notify you of such disclosure unless legally prohibited.

2.4 Data Retention

We retain personal information only as long as necessary:

- **Account Data:** Retained for the duration of your account plus 90 days after closure, unless longer retention is required by law
- **Location Data:** Real-time location is processed in-memory only. Historical location data is not stored unless explicitly saved by the user
- **Usage and Analytics Data:** Aggregated analytics are retained for up to 24 months for trend analysis
- **Error Logs:** Technical logs are purged after 30 days unless investigation is ongoing

2.5 Data Security

We employ industry-standard security measures to protect your personal information:

- **HTTPS Encryption:** All data in transit is encrypted using TLS 1.2 or higher
- **At-Rest Encryption:** Sensitive data stored on servers is encrypted at rest
- **Access Controls:** Strict role-based access controls limit employee access to personal data
- **Regular Security Audits:** Third-party security assessments are conducted annually
- **Incident Response:** We maintain a documented incident response plan for potential data breaches
- **Staff Training:** All employees handling data receive privacy and security training

However, no security system is impenetrable. While we strive to protect your information, we cannot guarantee absolute security against unauthorized access.

2.6 Your Rights and Choices

2.6.1 Canadian Privacy Rights (PIPEDA Compliance)

Under the Personal Information Protection and Electronic Documents Act (PIPEDA), you have the following rights:

- **Right of Access:** You may request access to all personal information we hold about you
- **Right to Correction:** You may request correction of inaccurate or incomplete personal information
- **Right to Deletion:** You may request deletion of your personal information, subject to legal retention requirements
- **Withdraw Consent:** You may withdraw consent to certain data collection or use at any time
- **Right of Complaint:** You may file a complaint with the Privacy Commissioner of Canada if you believe your rights have been violated

2.6.2 How to Exercise Your Rights

To exercise any of these rights, contact us at: privacy@trippa.ca

We will verify your identity and respond within 30 days of receipt of your request. If additional time is needed, we will notify you.

2.6.3 Location Permissions

Location data is collected only with your explicit permission. You can revoke location access at any time through your device settings or app preferences. Revoking access will disable real-time vehicle tracking features but will not affect route planning or stop information.

2.6.4 Notification Preferences

You may manage notification preferences within the app settings. You may opt out of promotional communications at any time by following the unsubscribe link in emails or adjusting in-app settings.

2.7 Cross-Border Data Transfers

The App is hosted and operated within Canada. However, some service providers (such as cloud infrastructure providers) may process data in the United States or other jurisdictions. Any cross-border transfers are made in compliance with PIPEDA and include contractual safeguards to protect your personal information.

2.8 Contact Us (Privacy Matters)

For privacy-related inquiries, concerns, or to exercise your rights, please contact: privacy@trippa.ca

3. USER AGREEMENT

3.1 Acceptance of Terms

By accessing, downloading, or using Trippa.ca, you acknowledge that you have read, understood, and agree to be bound by all terms and conditions of this Agreement. If you do not agree to these terms, you may not use the App. We reserve the right to modify these terms at any time. Changes will be effective upon posting to the App. Continued use of the App following the posting of revised terms constitutes your acceptance of the changes.

3.2 License and Intellectual Property

3.2.1 Limited License

We grant you a limited, non-exclusive, non-transferable, revocable license to access and use Trippa.ca for personal, non-commercial purposes only. This license does not permit you to:

- Modify, reverse-engineer, decompile, or disassemble the App
- Create derivative works or adaptations
- Remove copyright, trademark, or proprietary notices
- Sell, rent, or lease the App to third parties
- Use automated tools (bots, scrapers, crawlers) to access or extract data

3.2.2 Intellectual Property Ownership

All content, features, and functionality of Trippa.ca, including but not limited to software code, design, graphics, icons, and user interface elements, are owned by or licensed to Trippa.ca and are protected by Canadian and international copyright, trademark, and other intellectual property laws.

3.3 User Responsibilities

You agree that you will use Trippa.ca in a lawful manner and will not:

- Violate any applicable federal, provincial, or local laws and regulations
- Harass, threaten, defame, or abuse other users
- Attempt to gain unauthorized access to the App or its systems
- Introduce malware, viruses, or other malicious code
- Engage in denial-of-service attacks or other network interference
- Impersonate another person or entity
- Post or transmit sexually explicit, violent, or otherwise offensive content
- Use the App for any unlawful or fraudulent activity

3.4 Disclaimer of Warranties

TRIPPA.CA IS PROVIDED ON AN "AS-IS" AND "AS-AVAILABLE" BASIS.

We make no warranties, express or implied, regarding the App, including but not limited to:

- Warranties of merchantability, fitness for a particular purpose, or non-infringement
- That the App will be uninterrupted, error-free, or secure
- That defects will be corrected or that the App is compatible with all devices
- That transit information provided is always accurate or current

3.5 Accuracy of GO Transit Data

Trippa.ca aggregates real-time data from GO Transit's official APIs and public data feeds. While we strive to display accurate information, we:

- Do not guarantee the accuracy, completeness, or timeliness of GO Transit data
- Are not liable for service delays, cancellations, or changes announced by GO Transit after the App retrieves data
- Recommend checking official GO Transit channels for critical travel decisions
- Are not endorsed by or affiliated with GO Transit

3.6 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TRIPPA.CA AND ITS OPERATORS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES.

This includes but is not limited to damages for loss of profits, revenue, data, use, or other intangible losses, even if we have been advised of the possibility of such damages. Our total liability to you for any claim shall not exceed the amount you paid to use Trippa.ca in the 12 months preceding the claim (or \$0 if the App is free to use).

3.7 Indemnification

You agree to indemnify, defend, and hold harmless Trippa.ca and its operators, employees, and agents from any claims, damages, losses, liabilities, or expenses (including attorney fees)

arising from or related to your use of the App, your violation of this Agreement, or your violation of any applicable law.

3.8 Suspension and Termination

We reserve the right to suspend or terminate your access to Trippa.ca immediately and without notice if we determine that you have:

- Violated any provision of this Agreement
- Engaged in illegal or harmful activities
- Attempted to compromise app security
- Created multiple accounts to circumvent restrictions

You may terminate your account at any time by deleting the App and, if you have created an account, requesting account deletion via privacy@trippa.ca.

3.9 Third-Party Content and Links

Trippa.ca may contain links to third-party websites or services, including GO Transit's official website. We are not responsible for the content, accuracy, or policies of these third-party sites. Your access to and use of third-party sites is governed by their own terms and privacy policies. We encourage you to review their policies before providing any personal information.

Inclusion of a link does not imply endorsement or affiliation.

3.10 Modifications to the App

We reserve the right to modify, update, enhance, or discontinue any feature or functionality of Trippa.ca at any time without liability to you. We will provide notice of material changes when possible. Continued use of the App following such changes constitutes your acceptance of the modifications.

3.11 Governing Law and Jurisdiction

This Agreement is governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein, without regard to conflicts of law principles. You and Trippa.ca irrevocably submit to the exclusive jurisdiction of the courts of Ontario for any legal proceedings arising from or relating to this Agreement.

3.12 Dispute Resolution

Before initiating legal proceedings, we encourage you to contact us at support@trippa.ca to attempt informal resolution of any dispute. If the dispute cannot be resolved informally within 30 days, either party may pursue legal remedies.

Any legal action or proceeding relating to Trippa.ca must be commenced within one year after the cause of action arises, or be forever barred.

3.13 Entire Agreement

This Agreement, together with any other notices or policies referenced herein, constitutes the entire agreement between you and Trippa.ca regarding your use of the App and supersedes all prior negotiations, discussions, and agreements, whether written or oral.

3.14 Severability

If any provision of this Agreement is found to be invalid, unenforceable, or in conflict with applicable law, such provision shall be modified to the minimum extent necessary to make it valid and enforceable. The remaining provisions shall remain in full force and effect.

3.15 Waiver

The failure of Trippa.ca to enforce any provision of this Agreement does not constitute a waiver of that provision or any other provision. Any waiver must be in writing and signed by a duly authorized representative of Trippa.ca.

4. CONTACT INFORMATION

General Inquiries and Support:

support@trippa.ca

Privacy and Data Rights:

privacy@trippa.ca

Website:

www.trippa.ca

5. ACKNOWLEDGMENT

By using Trippa.ca, you acknowledge that you have read, understood, and agree to all terms and conditions in this Privacy Policy and User Agreement.