



## TERMS OF USE AND PRIVACY POLICY

### *Lumii PRO* mobile application

Last updated: January 21, 2026

#### 1. LEGAL NOTICE

The *Lumii PRO* mobile application (the "Application") is owned and operated by: **Lumii Solutions**

#### 2. ACCEPTANCE OF TERMS

These terms of use and the privacy policy (collectively, the "Agreement") govern access to, use of, and operation of the *Lumii PRO* Application.

By downloading, accessing, or using the Application, the User acknowledges that they have read, understood, and agreed to be bound by this Agreement. If the User does not agree, they must immediately cease all use of the Application.

**Lumii Solutions** reserves the right to modify this Agreement at any time without notice. Continued use of the Application constitutes acceptance of the modifications.

#### 3. DEFINITIONS

**User/You:** any person who downloads, accesses, or uses the Application;

**Organization / We / Us:** **Lumii Solutions**;

**Account:** user account created to access the Application's features;

**Device:** any compatible mobile device (smartphone or tablet);

**Application / Service:** the *Lumii PRO* mobile application, available via *the App Store* and *Google Play*;

**Personal Information:** any information concerning a natural person that allows them to be identified, directly or indirectly.

#### 4. DESCRIPTION OF THE APPLICATION

*Lumii PRO* is a mobile application that allows users to view and manage their network, display connected devices, check usage by device, run performance tests, customize settings and profiles, and access the services offered by **Lumii Solutions**.

#### 5. TERMS OF USE

##### 5.1 User Account

The User is responsible for the confidentiality of their login details and for any activity carried out using their Account. They must provide accurate and up-to-date information and immediately report any unauthorized use.

##### 5.2 Acceptable Use

Users agree to use the Application in a lawful, prudent manner and in accordance with applicable laws. In particular, it is prohibited to use the Application for illegal, fraudulent, or abusive purposes, to infringe on the rights of others, to violate intellectual property rights, to transmit malware, to disseminate defamatory, obscene, or discriminatory content, or to illegally collect information about others.

##### 5.3 Third-party platforms

Use of the Application on an *Apple* or *Android* device is also subject to the respective terms of use of *Apple* and *Google*.

#### 6. INTELLECTUAL PROPERTY

The Application, its content, code, features, and any associated documentation are protected by applicable intellectual property laws. **Lumii Solutions** retains all rights, titles, and interests therein.

A limited, personal, non-exclusive, non-transferable, and revocable license is granted to the User for the use of the Application for non-commercial purposes, subject to compliance with this Agreement.

#### 7. EXCLUSION AND LIMITATION OF LIABILITY

The Application is provided "as is" and "as available." **Lumii Solutions** does not guarantee that the Application will be error-free, uninterrupted, secure, or completely up to date. To the extent permitted by law, **Lumii Solutions** disclaims all liability for any direct or indirect damages arising from the use or inability to use the Application.

## 8. INDEMNIFICATION

The User agrees to indemnify and hold harmless **Lumii Solutions**, its directors, officers, employees, and agents from any claims, losses, or expenses arising from the User's use of the Application or breach of this Agreement.

## 9. PROTECTION OF PERSONAL INFORMATION

### 9.1 Responsible for the protection of personal information

In accordance with the *Act respecting the protection of personal information in the private sector* (CQLR, c. P-39.1), **Lumii Solutions** has designated a person responsible for the protection of personal information.

For any questions, requests for access, rectification, withdrawal of consent, or complaints regarding personal information, you may contact:

Attention: Legal Department  
Privacy Officer  
8 Boulevard du Frère André  
P.O. Box 68  
Mont-Saint-Grégoire  
Quebec, J0J 1K0

Or by filling out the form on our [Contact Us](#) webpage

Or contact us by email at the following address: [donneesihwifi@lumii-solutions.com](mailto:donneesihwifi@lumii-solutions.com)

### 9.2 General Principles

**Lumii Solutions** attaches great importance to the protection of privacy and personal information, in accordance with *the laws* applicable in Quebec and Canada.

### 9.3 Information collected

Depending on how the Application is used, the following information may be collected and coordinated (name, address, email, telephone number), account and service information, technical data (IP address, device type, connection logs), geolocation data, and usage preferences and settings.

### 9.4 Use of information

Personal information is used in particular to provide and improve the Application's features, manage the User Account, ensure security and fraud prevention, and communicate notices, updates, and notifications.

### 9.5 Disclosure to third parties

Personal information may be disclosed to trusted suppliers or partners when necessary, subject to confidentiality commitments and applicable legal requirements. **Lumii Solutions** does not sell personal information.

### 9.6 Storage and hosting

Information is retained only for as long as necessary for the intended purposes and may be hosted outside Canada, including by technology providers, in accordance with applicable *laws*.

### 9.7 Security

Reasonable security measures are in place to protect personal information. However, no data transmission over the Internet is completely secure.

### 9.8 Withdrawal of consent

The User may withdraw their consent to the collection and use of their personal information by ceasing to use the Application, subject to legal or contractual obligations.

## 10. COOKIES

The Application may use cookies to improve navigation and performance. Users may manage their preferences via their device settings.

## 11. TERMINATION

**Lumii Solutions** reserves the right to suspend or terminate access to the Application, without notice, in the event of a breach of this Agreement.

**12. APPLICABLE LAW AND JURISDICTION**

This Agreement is governed by the *laws* of the Province of Quebec and the applicable federal *laws* of Canada. Any dispute shall be subject to the exclusive jurisdiction of the courts of the judicial district of Iberville.

**13. GENERAL PROVISIONS**

If any provision is deemed invalid or unenforceable, the other provisions shall remain in full force and effect. This Agreement constitutes the entire agreement between the User and **Lumii Solutions** with respect to the **Lumii PRO** Application.

**14. CONTACT US**

If you have any questions about this Agreement or the **Lumii PRO** Application, please contact:

DÉVELOPPEMENT INNOVATIONS HAUT-RICHELIEU  
**Lumii Solutions**  
380 Frère André Boulevard, 4th Avenue  
P.O. Box 911  
Saint-Jean-sur-Richelieu  
Quebec, J2X 4J5

By filling out the form on our [Contact Us](#) page  
Or contact us by email at the following address: [donneeshrwifi@lumii-solutions.com](mailto:donneeshrwifi@lumii-solutions.com)

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