

Lone Worker Device Privacy Policy



Effective Date: July 10, 2026

Version: 2.0

Dedicated Lone Worker Device Privacy Policy

Laxson Solutions Inc. ("Laxson Solutions", "we", "our", or "us") is committed to protecting the privacy and security of users of our Lone Worker Devices and related monitoring services.

This Privacy Policy explains how personal information and operational data are collected, processed, stored, shared, retained, and deleted when using compatible Laxson Lone Worker Devices and associated management services.

This Privacy Policy applies to compatible Lone Worker Devices marketed, distributed, or supported by Laxson Solutions Inc., including, where applicable:

- G-SAFE Personal Safety Devices
- ATLAS Personal Safety Devices
- PRIMA Personal Alert Devices
- Future compatible Lone Worker Devices
- Conexgo Secure Management Portal
- Related cloud services

By using a compatible Lone Worker Device, you acknowledge that your information is processed as described in this Privacy Policy.

1. About Our Dedicated Lone Worker Devices

Laxson Lone Worker Devices are designed to enhance worker safety by providing emergency alerting, location services, voice communications (where supported), and secure monitoring for organizations managing lone or at-risk workers.

The devices are intended for business and organizational use and are generally configured by an employer or authorized organization.

2. Information We Collect

Depending on the device model and service configuration, we may collect the following information.

User Information

Your organization may associate the device with information such as:

- Name
 - Employee ID
 - Company
 - Department
 - Telephone number
 - Emergency contacts
 - Supervisor assignments
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Device Information

We may process:

- Device serial number
 - Device identifier
 - SIM card identifier (where applicable)
 - Firmware version
 - Device model
 - Device status
 - Battery level
 - Signal strength
 - Network status
 - Device activation information
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Location Information

Compatible devices may transmit location information, including:

- GPS coordinates
- Location accuracy
- Date and time
- Last known location
- Movement history
- Location associated with emergency alerts

Location information is collected solely to provide workplace safety and emergency response services.

Location information is **never used for advertising purposes**.

Safety Event Information

Devices may generate information related to:

- SOS activations
 - Manual emergency alerts
 - Fall detection events (where supported)
 - Motionless alerts (where supported)
 - Check-in events
 - Device status notifications
 - Battery alerts
 - Geofence events (where supported)
 - Emergency call events
 - Alert acknowledgements
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Voice Communications

Certain compatible devices support voice communications.

Where enabled, information related to emergency voice sessions may include:

- Call date and time
- Call duration
- Emergency recipient
- Call status

Laxson Solutions does **not** routinely record voice communications unless explicitly configured by the customer or required by applicable law.

3. How We Use Your Information

Information is used solely to provide the Lone Worker safety service, including:

- Providing emergency assistance
- Delivering safety alerts
- Identifying worker location during emergencies
- Managing device operation
- Monitoring device health
- Providing customer support
- Improving service reliability
- Maintaining system security
- Meeting contractual obligations

Personal information is **not used for advertising or marketing purposes.**

4. Information Sharing

Laxson Solutions Inc. does **not sell personal information.**

Information may be shared only as required to provide the service.

Depending on the customer's configuration, information may be accessible to:

- Authorized company administrators
- Supervisors
- Emergency contacts
- Certified monitoring centers (where contracted)
- Authorized technical support personnel

Information may also be disclosed where required by law or where necessary to protect the safety of individuals.

5. Data Security

Laxson Solutions Inc. uses commercially reasonable administrative, technical, and physical safeguards designed to protect information processed by compatible Lone Worker Devices.

Security measures include:

- Encrypted communications
- Secure cloud infrastructure
- Authentication controls
- Role-based access
- Audit logging
- Secure backups
- Continuous system monitoring

Although industry-standard safeguards are used, no system can guarantee absolute security.

6. Data Retention

Information is retained only as long as necessary to:

- Provide contracted services
- Maintain safety records
- Meet legal obligations
- Fulfill contractual requirements
- Resolve disputes
- Protect system integrity

Retention periods may vary depending on customer agreements and applicable laws.

7. Your Privacy Rights

Depending on applicable privacy legislation, users may request:

- Access to personal information
- Correction of inaccurate information
- Deletion of eligible personal information
- Information regarding how their personal information has been used
- Withdrawal of consent where applicable

Some requests may require authorization from the organization responsible for the device.

8. Data Deletion Requests

Users may request deletion of personal information associated with compatible Lone Worker Devices.

Deletion requests may be submitted by:

Email

support@laxsonolutions.com or through the organization responsible for administering the device.

Please include:

- your name;
- your organization (if applicable);
- the device identifier or serial number (if available); and
- sufficient information to identify the associated account.

After verifying the request, Laxson Solutions Inc. will review and process eligible deletion requests within a reasonable period unless certain information must be retained to:

- comply with applicable laws;
- satisfy contractual obligations;
- maintain workplace safety records;
- investigate fraud or misuse;
- resolve legal disputes; or
- protect the security and integrity of our systems.

Where deletion cannot be fully completed, we will explain the reason.

9. International Data Processing

Depending on the hosting services used, personal information may be processed in Canada or other jurisdictions where authorized service providers operate.

Appropriate technical, contractual, and organizational safeguards are implemented to protect personal information.

10. Children's Privacy

Lone Worker Devices are intended for workplace and professional use.

They are not designed or marketed for children under the age of 16.

11. Changes to this Privacy Policy

Laxson Solutions Inc. may update this Privacy Policy from time to time to reflect changes in technology, services, legal requirements, or privacy practices.

The most current version will always be available on our website.

12. Contact Us

If you have any questions regarding this Privacy Policy or wish to exercise your privacy rights, including requesting access to, correction of, or deletion of personal information, please contact:

Laxson Solutions Inc.

Privacy Officer Email: support@laxsonsolutions.com