

ERRUNDS — COMPLETE USER AGREEMENT

Terms and Conditions, Runner Agreement, Customer Agreement, Fees, Payments & Cancellation Policy, Privacy Policy and General Acknowledgement

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ERRUNDS TERMS AND CONDITIONS

I. About the Platform

A. Who We Are

“ERRUNDS” is the proprietary service name for the marketplace platform made available by Runner Technologies Inc. (the “Platform”). ERRUNDS is a community-driven, multi-sided marketplace platform developed by Runner Technologies Inc. that connects individuals who need help with everyday tasks with members of their local community who are willing to complete them. Any references to trust, screening, verification, or community reliability describe Platform goals and processes only and do not guarantee any user’s safety, skill, legality, suitability, character, task quality, or task outcome. The Platform is designed to be inclusive and accessible, removing the need for specialized skills and opening opportunities for a broader demographic (age 19+, employed or unemployed) to participate as task requesters (“Customers”), task doers (“Runners”), or both. Unless the context requires otherwise, “you” and “User” refer to any person who accesses or uses the Platform, whether as a Customer or Runner.

At its core, ERRUNDS prioritizes transparency, accountability, and meaningful social engagement. We aim to foster a supportive ecosystem where users can collaborate, assist one another, and build a sense of accomplishment through everyday task completion. By emphasizing reliability, clear communication, and community connection, ERRUNDS seeks to create an environment designed to support safer interactions and accountability for both Customers and Runners while strengthening local networks.

B. License

Subject to your ongoing compliance with these Terms of Service and all Platform policies incorporated by reference, ERRUNDS grants you a limited, non-exclusive, non-transferable, non-sublicensable, and revocable license to access and use the Platform solely for its intended purpose—connecting with others to request or complete everyday tasks. This license permits personal, lawful, and non-commercial use of the Platform’s features, including account creation, task posting, communication tools, and community engagement functionalities.

You may not copy, reproduce, distribute, publicly display, modify, create derivative works from, sell, resell, rent, lease, commercially exploit, or otherwise use any part of the ERRUNDS Platform, its content, branding, or technology without prior written consent from Runner Technologies Inc. You may not (a) reverse engineer, decompile, or attempt to derive source code from the Platform (except to the extent such restriction is prohibited by applicable law); (b) access the Platform through automated means (including bots, scrapers, or spiders) except as expressly permitted; (c) interfere with the Platform’s security features; or (d) use the Platform in a manner that could damage, disable, overburden, or impair the Platform or interfere with any other party’s use.

This license may be suspended or revoked at any time if you violate applicable laws, these Terms, or any Platform policies or community standards. Upon termination or suspension of your account (or your access to the Platform), your right to use the Platform ends immediately. Any provisions of these Terms that by their nature should survive termination will survive, including provisions relating to intellectual property, disclaimers, limitation of liability, indemnification, dispute resolution, and any accrued payment obligations.

C. User Representations & Warranties

By accessing or using the ERRUNDS Platform, you represent and warrant that you will comply with these Terms of Service and all rules and policies referenced in, or made available through, the Platform (including any acceptable use guidelines and safety requirements) and that you will use the Platform

only for lawful purposes and in a manner consistent with a community marketplace designed to support transparency and accountability.

- Are at least 19 years of age (or the legal age required in your place of residence) and are legally able to enter into binding agreements.
- Have the full authority and capacity to register for and use the Platform, including acting on behalf of any organization or business you represent.
- Will only request or complete tasks in regions where ERRUNDS operates.
- Will respect the privacy, personal space, property, and data of all users and will not record any task, interaction, or communication (audio, video, or otherwise) without prior consent from the parties involved and in compliance with applicable law and Platform requirements.
- Will conduct yourself with professionalism, reliability, and accountability when interacting with Customers and Runners, including clear communication, punctuality, and honoring agreed commitments.
- Will process all task-related payments exclusively through the Platform's approved payment system to ensure transparency and security.
- Will use your legal name or registered business name, along with an accurate and current profile photo, to support transparency and accountability within the community.
- Will comply with all applicable municipal, provincial, national, and international laws while using the Platform.
- Will not use ERRUNDS for any illegal, restricted, or inappropriate services, including the purchase, delivery, or handling of alcohol, controlled substances, or unlawful goods; and
- Will keep all task-related discussions, arrangements, payments, and clarifications within the ERRUNDS Platform before, during, and after the completion of a task.

Without limiting any other restriction in these Terms, you agree not to misuse the Platform, including by: (a) attempting to circumvent the Platform's payment system; (b) soliciting users to transact off-platform for the purpose of avoiding Platform fees or safeguards; (c) harassing, threatening, discriminating against, or abusing any other user; (d) submitting false, misleading, or fraudulent information; (e) attempting to access another user's account; or (f) using the Platform to request or perform tasks that are illegal, unsafe, or prohibited by ERRUNDS policies.

These commitments support ERRUNDS' mission as a community-driven marketplace by fostering an environment designed to support safety, accountability, and inclusivity where individuals can exchange everyday task support with clearer expectations. By upholding these standards, users contribute to a Platform culture centered on transparency, social engagement, accessibility, and a shared sense of accomplishment, while supporting the broader goal of increasing awareness, adoption, and long-term participation among both Runners and Customers.

D. Runner Representations & Warranties

If you choose to register as a Runner on ERRUNDS, you further acknowledge and agree that, in your use of the Platform, you:

- participate as an independent individual or independent contractor and not as an employee of ERRUNDS, Runner Technologies Inc., any Customer, or any other User. Runner Technologies Inc. and ERRUNDS are not your employer, joint employer, or co-employer;
- engage in providing everyday task assistance on your own initiative, whether casually or as part of a broader personal or professional service offering, and you understand that any relationship you develop with any Customer is between you and that Customer (and not with ERRUNDS), whether on or off the Platform, to the extent permitted by applicable law;
- have the legal right to work and perform tasks within the jurisdiction in which you accept and complete ERRUNDS requests.

- are responsible for obtaining and maintaining any licenses, permits, or registrations required under applicable laws for the types of tasks you choose to perform.
- assume full responsibility for maintaining any insurance coverage necessary to safely and independently carry out tasks, where applicable.
- respond to task invitations and Customer messages in a timely and respectful manner, and deliver services that are reliable, thoughtful, and consistent with the expectations agreed upon through the Platform's communication channels.
- Only accept and complete tasks that align with your abilities, comfort level, and practical capability, recognizing that ERRUNDS focuses on accessible, everyday support rather than specialized professional services.
- carry out all tasks safely, responsibly, and with consideration for the well-being, property, and trust of the Customer and the broader ERRUNDS community; and
- Promptly and transparently disclose to Runner Technologies Inc. any relevant legal or criminal matters (excluding minor infractions) that may impact your suitability to participate as a Runner on the Platform.

ERRUNDS is intended for daily, non-specialized tasks. Unless expressly permitted by ERRUNDS in writing, Runners must not present themselves as licensed professionals (for example, electrician, plumber, lawyer, accountant, or medical provider) or perform services that legally require specialized licensing, permitting, or registration. Runners are responsible for their own methods, safety practices, and any insurance coverage they choose to maintain. Runners are not required to bring their own tools, equipment, materials, or supplies unless they choose to do so or expressly agree through the Platform. Customers are responsible for deciding whether a task is appropriate to request through the Platform and, where tools, equipment, materials, supplies, access, or instructions are necessary to perform the requested task, for providing them in a safe, lawful, suitable, and timely manner, in each case subject to the shared-responsibility terms, applicable agreements, and applicable law.

These expectations reinforce ERRUNDS' identity as a community-centered, multi-sided marketplace that connects individuals needing everyday assistance with independent Runners willing to help. By upholding these standards, Runners contribute to a culture of transparency, accountability, inclusivity, and social engagement, supporting the Platform's goal of encouraging widespread participation, sustained usage, and a balanced environment designed to support safer interactions for both Runners and Customers.

II. Use of the Platform

A. Registration

To use the ERRUNDS Platform, you must create and maintain a registered account and provide truthful, complete, and up-to-date information, including (as applicable) your legal name, registered business name, mailing address, email address, and phone number. You agree to promptly update your account details whenever changes occur. ERRUNDS may require additional information or verification steps to help maintain Platform integrity and support community safety.

If your contact information changes, you must update your profile or notify Runner Technologies Inc. as soon as possible. You may not create more than one account for the same person without ERRUNDS' permission, and you may not transfer your account to another person. Failure to provide accurate and current information (including any misrepresentation of identity, location, age, or eligibility) may limit your ability to access features, participate in tasks, or remain active on the Platform, and may result in suspension or termination of your account where necessary.

Runner Technologies Inc. reserves the right to deny, limit, or revoke account registration if it reasonably determines that a user may compromise the safety, trust, or integrity of the ERRUNDS community, or if doing so is required to address operational, legal, or business concerns.

These requirements support ERRUNDS' mission as a community-driven, multi-sided marketplace that connects individuals seeking help with everyday tasks to community members willing to assist. Maintaining accurate account information helps foster transparency, accountability, and confidence across the Platform, reinforcing an environment designed to support safety, inclusivity, and balanced participation among both Runners and Customers.

B. Account Security

You are responsible for safeguarding your ERRUNDS account credentials, including your username, password, and any other login information associated with your account. You must always keep this information secure and confidential. Any actions, requests, communications, or transactions carried out through your account will be considered your responsibility, except to the extent caused by ERRUNDS' systems, another party's unauthorized conduct, or circumstances where applicable law provides otherwise.

Runner Technologies Inc. does not oversee or manage individual user accounts on a day-to-day basis and therefore cannot be held accountable for unauthorized use resulting from compromised login details. If you believe that your account has been accessed without your permission, or that your security has been breached in any way, you agree to report this immediately through the appropriate ERRUNDS support channels.

This accountability is essential to maintaining ERRUNDS as a community-driven marketplace where individuals can connect for everyday task support with clearer expectations. By protecting your account information, you help uphold the Platform's goals of transparency, safety, and accountability—key elements that support meaningful social engagement, sustained participation, and a balanced environment for both Runners and Customers.

C. Runner Onboarding

1. Community Screening Verification

Where permitted by applicable laws, individuals registering as Runner on ERRUNDS may be required to complete a screening and verification process prior to joining, and periodically while using the Platform. This process may include identity confirmation and, where appropriate, background reviews conducted through third-party providers ("Verification Checks"). By registering as a Runner, you acknowledge and consent to such checks to support Platform safety and integrity. Verification Checks are limited, may be incomplete, may become outdated, and do not guarantee that any Runner is safe, qualified, licensed, lawful, suitable, reliable, or free from past or future misconduct. Runner Technologies Inc. does not guarantee the completeness, accuracy, or reliability of any verification results, nor does it assume responsibility for any incorrect, incomplete, or misleading information provided by users during registration or ongoing use of the Platform, except to the extent liability cannot be limited or excluded under applicable law.

2. Skills, Licensing, and Responsibility

ERRUNDS is designed as an accessible marketplace focused on daily, non-specialized tasks; however, Runner Technologies Inc. does not independently assess or confirm a Runner's level of skill, experience, certifications, or legal qualifications to perform any specific task. Some services may require licenses, permits, registrations, or other formal credentials depending on local, provincial, or national regulations. Runners are responsible for ensuring that they only accept tasks they are legally permitted and reasonably capable of completing, subject to the shared-responsibility terms, applicable agreements, and applicable law. Engaging in activities that legally require professional licensing without proper authorization may result in legal consequences, penalties, or fines.

Likewise, Customers are responsible for reviewing a Runner's profile, experience, and suitability for a given task, and for determining whether a task should be performed by a licensed or registered professional under applicable laws. Both Runners and Customers are encouraged to seek appropriate

legal or professional guidance if they are uncertain about regulatory requirements related to a specific task.

D. Task Engagement and Service Understanding

The ERRUNDS Platform enables users to post, discover, and book everyday tasks within a community marketplace. Once a Customer selects a Runner, both parties may communicate through the Platform's messaging system to clarify the task scope, timing, expectations, location details, and any relevant conditions that may affect completion (including potential obstacles or safety considerations).

When a task is confirmed and scheduled through the Platform, the Customer and Runner enter a mutually binding service arrangement based on the agreed details shared within the Platform communications (the "Service Understanding"). Both parties agree to honor these agreed terms throughout the planning, execution, and completion of the task.

Runners retain full independence in deciding which tasks to accept and how to carry them out, using their own judgment, time management, and personal resources. Participation in ERRUNDS may involve the potential for individual earnings or losses depending on the Runner's choices and performance. Runner Technologies Inc. functions solely as a facilitator of connections between community members and is not a direct party to any service arrangement formed between a Customer and a Runner. As such, the creation or execution of a task agreement does not establish liability or contractual responsibility on the part of Runner Technologies Inc.

These principles align with ERRUNDS' mission as a multi-sided, community-centered marketplace that supports transparency, accountability, inclusivity, and meaningful social engagement. By emphasizing clear expectations and accessible participation, the Platform supports sustained adoption and a balanced ecosystem for both Customers seeking help with everyday tasks and community members willing to assist.

E. Task Scope & Safety

ERRUNDS is intended to facilitate practical tasks that can be reasonably requested every day and performed in a community marketplace setting. Each task must be described clearly and accurately by the Customer, and each Runner must use their own judgment to accept only tasks they can perform safely, lawfully, and competently. ERRUNDS does not supervise, direct, or control how tasks are performed, and Users are responsible for their own conduct and decisions before, during, and after a task, subject to the shared-responsibility terms, applicable agreements, and applicable law.

Customers may not request, and Runners may not perform any task that is illegal, unsafe, or prohibited by these Terms, Platform policies, or applicable law. Prohibited tasks include (without limitation):

- tasks involving controlled substances, illegal drugs, unlawful goods, or illegal activity of any kind.
- tasks involving weapons, explosives, or instructions to acquire, use, or transport prohibited weapons or materials.
- tasks requiring professional licensing, permitting, or registration where such credentials are legally required (for example: electrical, gas, structural, legal, accounting, medical, or other regulated professional services);
- tasks that involve minors without the presence and consent of a parent or legal guardian, or that would reasonably be considered inappropriate, unsafe, or exploitative.
- tasks that present a material risk of injury or significant property damage (including work at dangerous heights, hazardous materials, or unsafe environments), unless the parties have confirmed appropriate precautions and the task is lawful.
- requests for cash handling, money orders, financial transactions, or access to bank/credit accounts (except as expressly permitted through the Platform's approved payment methods); and
- any task intended to harass, stalk, intimidate, discriminate against, or otherwise harm any person.

Safety is a shared responsibility. Customers and Runners must communicate clearly through the Platform about task requirements, location details, access instructions, time expectations, and any known hazards. Users should take reasonable precautions when meeting in person, including meeting in well-lit areas where appropriate, ending any interaction that feels unsafe, and contacting local

emergency services immediately if there is an imminent threat or emergency. Users are encouraged to report safety concerns, prohibited tasks, or misconduct to ERRUNDS through the Platform's support channels.

Unless expressly stated in writing by Runner Technologies Inc., ERRUNDS does not provide insurance coverage for tasks and does not guarantee the quality, safety, or legality of any task requested or performed through the Platform. Customers and Runners are responsible for assessing risk, safeguarding personal property, and agreeing on reasonable expectations for task performance. To the extent permitted by law, disputes regarding task quality, property damage, or personal injury are between the Customer and Runner, subject to the dispute resolution provisions in these Terms and any applicable law.

F. Other Parties

The Platform is a marketplace that helps connect Customers and Runners. ERRUNDS does not employ, recommend, certify, or endorse any Runner, and does not guarantee the quality, suitability, safety, or legality of any tasks or services requested or performed through the Platform.

No User has authority to act as an agent, employee, or representative of Runner Technologies Inc. or ERRUNDS. Runner Technologies Inc. and ERRUNDS are not the employer, joint employer, or co-employer of any Runner or other User. Nothing in these Terms creates an employment, agency, partnership, joint venture, fiduciary, franchisor-franchisee, or similar relationship between ERRUNDS and any User.

If you choose to communicate or transact outside the Platform, you do so at your own risk. To the extent permitted by law, ERRUNDS is not responsible for any loss, damage, injury, or dispute arising from off-platform interactions, including communications, payments, or arrangements that are not recorded within the Platform.

G. Fees, Billing, Invoicing, and Payment; Cancellation

All provisions relating to pricing, company fees, service charges, Runner compensation, billing procedures, payment processing, and cancellations are outlined in the ERRUNDS Fees, Payments, and Cancellation Policy, which governs your use of the Platform. This policy explains how payments for tasks are calculated and processed, including the Customer fees charged by ERRUNDS, such as the Platform Fee and Trust and Support Fee, plus applicable taxes, unless a different amount is displayed in the Platform as part of a lawful promotion or updated fee schedule.

By using ERRUNDS, you agree to comply with these payment and billing terms for any tasks booked, completed, or canceled through the Platform. Except where explicitly stated otherwise in the User Agreement or applicable policy, all payments—including task payments, applicable Platform Fee, Trust and Support Fee, and applicable taxes—are considered final and non-refundable.

You authorize ERRUNDS (and its payment processors) to charge your selected payment method for task amounts, applicable Platform fees, applicable taxes, and any other amounts you agree to through the Platform. If a payment fails, is reversed, or is subject to a chargeback, ERRUNDS may (to the extent permitted by law) suspend or limit your account until the matter is resolved, and you remain responsible for any amounts owed.

Customers and Runners must not request, offer, or accept off-platform payments for tasks (including cash) where doing so would circumvent the Platform's fees, recordkeeping, or safeguards. Refunds, cancellation fees, rescheduling rules, and any adjustments are governed by the ERRUNDS Fees, Payments, and Cancellation Policy and any applicable consumer protection laws. Where the policy allows for an adjustment, it will be processed using the Platform's approved payment methods.

You are responsible for determining and satisfying any tax obligations associated with your use of the Platform (including income tax and sales tax/VAT/GST, as applicable). ERRUNDS may provide transaction records or summaries through the Platform but does not provide tax advice.

These structured payment guidelines support ERRUNDS' commitment to transparency, accountability, and fairness within its multi-sided marketplace. Clear expectations around fees and payments help foster confidence between Customers and Runners, encourage responsible participation, and reinforce

a balanced, well-managed community where everyday task support can be exchanged confidently and sustainably.

H. Promotions, Incentives, and Community Campaigns

From time to time, Runner Technologies Inc. may offer optional promotional codes, referral incentives, campaigns, or community contests to encourage engagement and participation on the ERRUNDS Platform. These initiatives are provided at the sole discretion of Runner Technologies Inc. and will be governed by their own specific terms and conditions where applicable. ERRUNDS reserves the right to introduce, modify, pause, or discontinue any promotional offer or contest at any time without prior notice. Any responsibilities or limitations associated with such promotions will be subject to the applicable terms outlined within the Platform's policies.

Promotions may be limited to eligible Users, locations, devices, accounts, or time periods, and may require you to meet conditions (for example, first-time use, minimum task value, referral validation, or other criteria). Promotions have no cash value unless expressly stated, may not be sold or transferred, and may be void where prohibited. ERRUNDS may withhold, cancel, or reverse promotional credits if it reasonably believes there has been abuse, fraud, attempted circumvention of the Platform, or violation of these Terms or any promotion rules.

I. Community Spaces and Public Interactions

ERRUNDS may include user-facing spaces such as profiles, messaging tools, reviews, ratings, task listings, discussion threads, and other interactive features (collectively, "Community Areas") that allow Customers and Runners to communicate and engage with one another. These spaces are intended to support respectful, relevant, and constructive interactions related to everyday tasks and community support.

By participating in these Community Areas, you acknowledge that any content, messages, or materials you share may be visible to other users and may be associated with your name or account identity. Users are expected to communicate responsibly and maintain a respectful tone that aligns with ERRUNDS' values of trust, inclusivity, and social engagement. Runner Technologies Inc. does not actively control user-generated content and is not liable for the conduct, statements, or materials shared by users within these public or semi-public spaces.

ERRUNDS may (but is not obligated to) monitor, moderate, remove, or restrict access to User Content or Community Areas at any time to enforce these Terms, comply with law, respond to complaints, or protect the safety and integrity of the Platform. You understand that content may be removed, or access may be limited without prior notice where required for safety, legal, or operational reasons. Users may report content or conduct that violates Platform standards through ERRUNDS support channels.

J. Profanity, Abusive Language, and Misleading Images

To help maintain a respectful, safe, and inclusive community, you must not use profanity or other language in a way that is abusive, harassing, threatening, discriminatory, or intended to intimidate, demean, or target another person. This rule applies to all Platform interactions, including in-app communications and content (for example, messages, task listings, reviews, and ratings) and in-person interactions during tasks. You must also not post or use photos or other images that are false, deceptive, or misleading, including images used to misrepresent your identity, a task, a service outcome, or other User Content. ERRUNDS may remove content, restrict access to Platform features, or take account action (including suspension or termination) for violations.

- directed profanity, insults, or name-calling aimed at another user (for example, in messages, calls, in-person communication during a task, reviews, ratings, or task descriptions);
- slurs, hate speech, or language that targets a person or group based on protected characteristics;
- misleading photos or images (for example, fake or materially altered profile photos, images that misrepresent a task's condition/location, or images presented as your work or results when they are not);
- threats, harassment, intimidation, or repeated hostile language (with or without profanity); or

- continuing to use profane or abusive language after being warned or after content has been removed.

K. Account Suspension and Restrictions

If Runner Technologies Inc. reasonably believes that a user has violated any part of the Platform's Terms, misused services, engaged in fraudulent activity, or interfered with the safe and proper functioning of ERRUNDS, it may temporarily suspend access to the Platform while a review is conducted. Following investigation, ERRUNDS may limit, restrict, or deactivate the account if a breach is confirmed.

During a suspension or restriction, you may be unable to post tasks, accept tasks, message other users, withdraw earnings, or otherwise access certain Platform features. You agree to cooperate with reasonable requests for information as part of any investigation, and you agree not to attempt to evade enforcement actions (including creating new accounts or using another person's account).

- Possible account level actions for repeated issues or serious violations may include: temporary suspension pending review; restrictions on Platform features (for example, the ability to post tasks, accept tasks, message other users, withdraw earnings, or access certain features); reduced ranking/visibility and/or ineligibility for promotions (where applicable); account deactivation; account termination; and enforcement against evasion (for example, preventing creation of new accounts using alternate identities or using another person's account), where permitted by law.

Users will be notified of any such decision in accordance with applicable laws and Platform procedures. If a user wishes to dispute or appeal against a suspension or deactivation, they may submit a written appeal within the specified timeframe outlined in the notice to ERRUNDS support at runnertec2024@gmail.com or by mail to 69-1235 Lasalle Pl., Coquitlam, BC, Canada V3B6T4. For the protection of the community, individuals whose accounts have been restricted or removed may not create new accounts using alternate identities, contact information, or third-party representations.

L. Account Closure and Termination of Use

You may choose to end your use of ERRUNDS at any time. By discontinuing Platform activity or deactivating your account via "Settings > Account > Delete Account (and/or email support)". Runner Technologies Inc. also reserves the right to terminate or limit access to the Platform if a user violates the Terms of Use, applicable laws, or community standards, or if continued access poses a risk to the integrity, safety, or trust of the ERRUNDS ecosystem.

If you close your account or your account is terminated, you remain responsible for completing (or properly canceling) any pending task commitments and for paying any outstanding amounts owed through the Platform, subject to the applicable cancellation policy. ERRUNDS may retain certain information associated with your account as required or permitted by law, for legitimate business purposes, or to enforce these Terms.

Even if an account is suspended, limited, or terminated, any applicable terms, obligations, or policies that reasonably extend beyond account use will remain in effect. Runner Technologies Inc. further reserves the right to pursue appropriate actions where necessary to protect the Platform, its users, and its mission of maintaining a balanced, trustworthy, and community-driven marketplace.

Account closure or deletion requests are subject to the Privacy Policy, including the retention and destruction rules described in Section 8 and the user rights process described in Section 9.

These measures are designed to uphold ERRUNDS' core purpose as an inclusive, multi-sided platform that connects individuals seeking help with everyday tasks to community members willing to assist. By maintaining fair policies around promotions, communication, and accountability, ERRUNDS strengthens user confidence, encourages sustained participation, and supports the long-term growth of a safe, socially engaging, and balanced community marketplace.

III. User Generated Content; Feedback

A. User Content and Contributions

For the purposes of the ERRUNDS Platform, “User Content” refers to any information, media, materials, or submissions that you share with Runner Technologies Inc., other users, or the Platform itself while registering, interacting, or completing tasks. This may include, but is not limited to, messages, task descriptions, reviews, photos, audio, videos, or any materials shared within profiles, chats, or community spaces.

User Content reflects the views and experiences of the individual user and is not reviewed, endorsed, or verified by ERRUNDS. As a community-driven marketplace designed to connect individuals seeking everyday task support with community members willing to assist, ERRUNDS does not create, control, or guarantee the accuracy or reliability of any User Content shared on the Platform. While the Platform may monitor content to support a safe and respectful environment, it is not obligated to review all submissions and reserves the right to remove or restrict content that violates Platform policies or community standards.

Users retain full responsibility for the content they post, share, or transmit through ERRUNDS. By submitting User Content, you grant Runner Technologies Inc. a non-exclusive, worldwide, royalty-free, transferable, and sublicensable right to use, display, reproduce, adapt, and distribute such content for purposes related to operating, improving, promoting, and marketing the Platform and its services. This may include the use of your name, username, profile image, or general likeness in connection with your participation on the Platform, including across digital channels, social media, and promotional materials, in a manner consistent with ERRUNDS’ mission of building a socially engaged community marketplace. You confirm that you have the legal right to share any content you upload, and that such content does not violate the rights of any third party, including privacy, intellectual property, or applicable laws. Additionally, User Content must not be false, misleading, unlawful, harmful, discriminatory, abusive, defamatory, or otherwise inconsistent with the Platform’s goals of safety, accountability, and inclusivity. Content that contains malicious code, impersonation, illegal activity, or misrepresentation of affiliation with ERRUNDS or Runner Technologies Inc. is strictly prohibited.

ERRUNDS may disclose the identity of a user, where legally permitted, if a legitimate claim arises regarding rights of infringement, harmful conduct, or unlawful content, to help facilitate appropriate resolution. Users are encouraged to report any content that is inappropriate, harmful, or in violation of Platform standards so that it can be reviewed in alignment with community safety practices.

B. Reviews, Ratings, and Community Feedback

The Platform enables Customers and Runners to share reviews and ratings based on their experiences (“Feedback”). Feedback is intended to support transparency, accountability, and informed decision-making within the ERRUNDS marketplace. All reviews represent the opinions of the individual users who post them, and do not reflect the official views of Runner Technologies Inc.

While ERRUNDS may review, moderate, or remove feedback that violates Platform policies or community guidelines, it is not obligated to alter or verify user opinions. Users may request a review of feedback that is inaccurate, inappropriate, or non-compliant with Platform standards.

IV. Intellectual Property Platform Ownership

All elements of the ERRUNDS Platform, including its design, branding, interface, software, graphics, text, features, and overall user experience (collectively, “Platform Materials”), are the property of Runner Technologies Inc., excluding User Content and third-party materials. These materials are protected under applicable intellectual property laws and may not be copied, reproduced, distributed, modified, or used without prior written permission.

The names “ERRUNDS,” “Runner Technologies Inc.,” and all related logos, slogans, and service marks are trademarks or service marks of Runner Technologies Inc. (collectively, “Marks”). Except for the limited license expressly granted in these Terms, no right or license to use the Marks is granted, and

you agree not to use, register, or adopt any confusingly similar marks, domain names, or social media identifiers.

If you submit suggestions, ideas, improvements, or other feedback regarding ERRUNDS or the Platform ("Feedback"), you agree that ERRUNDS may use such Feedback without restriction or compensation to you, and you hereby grant ERRUNDS a perpetual, irrevocable, worldwide, royalty-free right to use, reproduce, modify, distribute, and otherwise exploit the Feedback for any purpose.

V. Third-Party Links and External Services

The Platform may contain links to third-party websites, services, or resources such as Stripe, Stripe Identity, Firebase, Google Maps, Google/Apple Sign-in, Livekit, that are not owned or controlled by Runner Technologies Inc. ERRUNDS provides such links for convenience only and does not endorse, warrant, or assume responsibility for any third-party content, products, services, policies, or practices. Your use of third-party services is at your own risk and subject to the third party's terms and privacy practices.

VI. Copyright Complaints and Copyright Agent

If you believe that any content available on the ERRUNDS Platform infringes your copyright or intellectual property rights, you may submit a formal notice including sufficient details to identify the material in question and the basis of your claim. Runner Technologies Inc. will review such notices in good faith and take appropriate action in accordance with applicable intellectual property laws and Platform policies. Repeated or intentional infringement may result in content removal, account restrictions, or termination to protect the integrity of the community and its users.

A copyright notice should include: (a) identification of the copyrighted work claimed to have been infringed; (b) identification of the material claimed to be infringing and information reasonably sufficient to permit ERRUNDS to locate the material on the Platform (for example, a URL or screenshot); (c) your contact information (name, address, telephone number, and email address); (d) a statement that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and (e) a statement, made under penalty of perjury, that the information in the notice is accurate and that you are the copyright owner or authorized to act on the owner's behalf.

If you believe your content was removed or restricted in error, you may submit a counter-notice with sufficient information for ERRUNDS to evaluate the request, including your contact information, identification of the removed material and its prior location, and a statement under penalty of perjury that you have a good-faith belief the material was removed as a result of mistake or misidentification. ERRUNDS may restore content where appropriate and as permitted by applicable law.

VII. Warranties

Your use of the Platform is at your own risk. The Platform and Platform Materials are provided for convenience and informational purposes only and may not be accurate, complete, or up to date.

To the maximum extent permitted by applicable law, ERRUNDS disclaims all warranties and conditions, express or implied, regarding the Platform, Platform Materials, and any tasks or services arranged through the Platform. This includes implied warranties or conditions of merchantability, fitness for a particular purpose, and non-infringement, as well as any warranties arising from a course of dealing or usage of trade.

To the maximum extent permitted by applicable law, the Platform (including the technology underlying it) is provided on an "as is" and "as available" basis. ERRUNDS makes no warranties or conditions of any kind, whether express, implied, or statutory, including implied warranties or conditions of merchantability, quality, fitness for a particular purpose, good and workmanlike services, compliance with law, and non-infringement.

Without limiting the disclaimers above, and to the maximum extent permitted by law, ERRUNDS and its parents, affiliates, licensors, and their respective directors, officers, shareholders, agents, investors,

subsidiaries, attorneys, representatives, insurers, employees, successors, and assigns (collectively, the “ERRUNDS Parties”) do not make any of the following guarantees:

1. That the Platform (or any information on it) will be timely, accurate, reliable, complete, or suitable for your needs, or that you will achieve any particular results from using the Platform or from any task or service arranged through it (including any Customer–Runner interactions on or off the Platform).
2. That the Platform will always be available, uninterrupted, secure, or error-free, or that it will be free of viruses, malware, system failures, or other harmful components (including when linking to or from third-party websites).
3. That any third-party products, services, or offers advertised or made available through the Platform (including by any Client) are endorsed, verified, or monitored by ERRUNDS, or that any transaction between you and a third party will be safe, lawful, or successful.

Important consumer rights. Canadian law (including certain provincial laws) and the laws of other jurisdictions may not allow the exclusion or limitation of certain implied warranties, conditions, or damages. If those laws apply to you, some of the disclaimers or limitations in this Section may not apply or may apply only in part. These Terms give you specific legal rights, and you may also have other rights that vary by jurisdiction. The disclaimers, exclusions, and limitations in these Terms do not apply to the extent prohibited by applicable law.

VIII. Limitation of Liability

You acknowledge and agree that ERRUNDS is only willing to provide the Platform if you agree to certain limitations of our liability to you and third parties, as set out in this Section and elsewhere in the Agreement.

To the fullest extent permitted by applicable law, Runner Technologies Inc., ERRUNDS, and their parents, affiliates, licensors, and their respective directors, officers, shareholders, agents, investors, subsidiaries, attorneys, representatives, insurers, employees, successors, and assigns (collectively, the “ERRUNDS Parties”) will not be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, or for any loss of profits, loss of data, loss of goodwill, service interruption, computer damage, system failure, or cost of substitute products or services, arising out of or related to: (a) your access to or use of (or inability to access or use) the Platform; (b) any task, service, or interaction between Customers and Runners, whether arranged on or off the Platform; or (c) any content or conduct of any User or third party, even if the ERRUNDS Parties have been advised of the possibility of such damages. These limitations do not exclude liability to the extent a claim is caused by an ERRUNDS Party’s own gross negligence, willful misconduct, unlawful conduct, material breach, or other responsibility that cannot be limited or excluded under applicable law.

Nothing in these Terms limits or excludes any liability, warranty, duty, remedy, consumer protection right, privacy right, personal injury claim, or other legal right that cannot be limited, excluded, released, or waived under applicable law. Some jurisdictions do not allow certain warranty exclusions, liability limitations, claim releases, or limitations of incidental or consequential damage; if those rules apply to you, some of the limitations in this Section may not apply or may apply only in part.

If a court or other decision-maker determines that an ERRUNDS Party is liable to you despite the limitations above, then (to the extent permitted by law) the total, aggregate liability of the ERRUNDS Parties for all claims arising out of or related to the Platform will not exceed: (a) if you are a Customer, the total fees you paid to ERRUNDS in the six (6) months before the claim arose; and (b) if you are a Runner, the total task payments paid to you by Customers in the six (6) months before the claim arose. Important exceptions. The limits, exclusions, releases, waivers, and covenants not to sue in these Terms do not apply where applicable law does not allow them, and do not apply to the extent a claim is based on an ERRUNDS Party’s own gross negligence, willful misconduct, unlawful conduct, material breach, privacy or data protection responsibility that cannot be waived, or other non-waivable legal responsibility. In addition:

1. For residents outside Canada: nothing in these Terms limits or excludes ERRUNDS' liability for (a) death or personal injury caused by a Runner, or (b) a Runner's gross negligence or willful misconduct, where such liability cannot be limited under the law that applies to you.
2. For residents of Germany only: to the extent required by applicable German law, and notwithstanding anything to the contrary in this Section, ERRUNDS is only liable for breach caused by willful misconduct or gross negligence of its cardinal, material contractual obligations. In the event of initial impossibility, ERRUNDS may only be liable if it was aware of the impediment to performance before entering into these Terms, was unwilling due to gross negligence to remedy that impediment, and a cardinal obligation was breached because of that initial impossibility.

Plain-Language Liability Summary (Non-Binding)

This summary explains Section VIII (Limitation of Liability) in plain language. If there is any conflict between this summary and the legal terms, the legal terms control.

- ERRUNDS is a marketplace platform that connects Customers and Runners. ERRUNDS is not a party to the agreement between a Customer and a Runner for a task.
- To the maximum extent allowed by law, ERRUNDS does not pay for indirect or consequential losses (for example: lost profits, lost data, business interruption, or similar harms), even if someone says ERRUNDS was warned those harms might happen.
- To the maximum extent allowed by law, claims connected to tasks or user interactions (whether arranged on or off the Platform) are primarily between the people involved in the task.
- If a court decides ERRUNDS is responsible to you despite these limits, the maximum total amount ERRUNDS would owe is capped as described above (based on fees paid to ERRUNDS for Customers, or task payments paid to you for Runners, in the six months before the claim arose).
- Some rights cannot be limited by law. Where the law does not allow a limitation or exclusion, that part of this section does not apply. The jurisdiction-specific exceptions above describe additional limits required by certain laws.
- Civil claims involving ERRUNDS' own conduct are not automatically waived. Any non-released claim remains subject to the applicable dispute resolution, governing law, limitation of liability, and non-waivable rights provisions.

IX. Indemnification

To the fullest extent permitted by applicable law, each User is responsible for that User's own acts, omissions, content, communications, task requests, task performance or non-performance, use of the Platform, and compliance with these Terms, any applicable User Agreement, Platform policies, and applicable law. You agree to defend, indemnify, and hold harmless Runner Technologies Inc., ERRUNDS, their affiliates, directors, officers, employees, agents, representatives, successors, and assigns from and against any claims, demands, actions, damages, losses, liabilities, penalties, fines, judgments, costs, and expenses, including reasonable legal fees, arising out of or relating to: (a) your negligent, reckless, willful, unlawful, or wrongful act or omission; (b) your breach of these Terms, any applicable User Agreement, Platform policies, or applicable law; (c) your task request, task performance, or task non-performance, but only to the extent the claim arises from your acts, omissions, instructions, methods, tools, equipment, materials, property conditions, communications, or failure to use reasonable care; (d) any injury, death, property damage, theft, loss, or other harm caused or allegedly caused by you; (e) your User Content, including any allegation that your User Content is false, misleading, unlawful, harmful, defamatory, discriminatory, abusive, invasive of privacy, or infringing; (f) your violation of licensing, permitting, registration, tax, insurance, privacy, confidentiality, safety, payment, or anti-circumvention obligations; or (g) your infringement or alleged infringement of any third-party rights.

For clarity, Runners remain responsible for their own task methods, safety practices, legal compliance, service delivery, decisions to accept, decline, stop, or complete tasks, and any tools, equipment, materials, or supplies they voluntarily bring or expressly agree through the Platform to provide.

Customers remain responsible for their own task requests, instructions, communications, payment obligations, property conditions, access arrangements, disclosure of known hazards, conduct toward Runners, and any tools, equipment, materials, supplies, access, or instructions necessary to perform the requested task unless otherwise expressly agreed through the Platform. Nothing in this Section makes a User responsible for harm caused solely and directly by another User's gross negligence, willful misconduct, unlawful conduct, failure to provide reasonably safe access, materially inaccurate instructions, failure to provide necessary tools, equipment, materials, supplies, or instructions where required, or material breach of the applicable agreement.

Your indemnification obligation does not apply to the extent a claim is caused solely and directly by the gross negligence, willful misconduct, unlawful conduct, or material breach of the party seeking indemnification, or to the extent indemnification is prohibited by applicable law. Nothing in this Section limits any non-waivable legal rights, remedies, or protections available under applicable law.

X. Dispute Resolution Approach

In the interest of maintaining a supportive and community-centered marketplace, users are encouraged to first seek informal and amicable resolution of any disputes related to Platform use, task engagements, or service interactions by contacting ERRUNDS support. Early communication helps preserve trust, reduce costs, and sustain positive community relationships before pursuing formal legal channels.

To initiate informal resolution, contact ERRUNDS for support at support@errunds-app.ca or by mail at **69-1235 LaSalle Pl., Coquitlam, BC, Canada V3B 6T4** and provide a brief description of the issue, the task ID (if applicable), and your preferred contact information. Unless a shorter timeframe is required by law or urgent safety concerns apply, you agree to allow at least 30 days for good-faith efforts to resolve the issue informally before initiating formal proceedings under the dispute resolution provisions of these Terms.

XI. App Store-Sourced Apps

If you access or download any App from the Apple App Store, you agree to Apple's Licensed Application End User License Agreement and will comply therewith in your access to and use of the App(s). If you access or download any App from the Google Play Store, you agree to Google Play Terms of Service and will comply therewith with your access to and use of the App(s).

XII. Platform Updates and Policy Changes

Runner Technologies Inc. reserves the right to update, improve, modify, or discontinue any aspect of the ERRUNDS Platform, its features, policies, or Terms of Use when necessary for operational, legal, or community-focused reasons. Users will be notified of significant changes through reasonable communication methods, such as email, in-app notices, or Platform announcements. Continued use of the Platform after updates indicates acceptance of the revised Terms.

XIII. Electronic Communications and Signatures

By registering for and using ERRUNDS, you agree to conduct transactions and receive communications electronically, including notices, agreements, updates, and service-related messages. Electronic confirmations, clicks, or digital acknowledgments on the Platform carry the same legal effect as traditional written signatures.

XIV. Nature of the Platform Relationship

ERRUNDS operates as a multi-sided digital marketplace developed by Runner Technologies Inc. that connects individuals who need assistance with everyday simple tasks with community members willing to help. Runner Technologies Inc. and ERRUNDS are not employers of Runners or other Users, and nothing in the Terms creates an employment, partnership, agency, joint employment, co-employment, or similar relationship between ERRUNDS and its users. Runners operate independently, and Customers engage in services at their own discretion through the Platform.

XV. Entire Agreement and Enforceability

These Terms, together with any referenced policies, constitute the complete agreement governing your use of the ERRUNDS Platform and supersede any prior understandings related to its services. If any provision is found to be invalid or unenforceable, the remaining provisions will continue to fully apply permitted by law.

Notices. ERRUNDS may provide notices to you through the Platform, by email to the address associated with your account, or by other reasonable means. You are responsible for keeping your contact information current. Unless otherwise required by law, notices to ERRUNDS must be sent to runnertec2024@gmail.com or by mail to 69-1235 Lasalle Pl. Coquitlam, BC, Canada V3B6T4.

Assignment. You may not assign or transfer these Terms or your account without ERRUNDS' prior written consent. ERRUNDS may assign these Terms (in whole or in part), including in connection with a merger, acquisition, corporate reorganization, or sale of assets, without restriction.

The structure and enforcement of these Terms are designed to support ERRUNDS' core mission: fostering accessibility, transparency, social engagement, and a strong sense of accomplishment within a reliable and balanced community marketplace that encourages long-term adoption and meaningful participation between Customers and Runners.

XVI. Jurisdiction-specific Provisions, including Dispute Resolution

The terms in this Section apply to Users in the noted jurisdictions. To the extent that there are any discrepancies or inconsistencies between these Terms of Service and the following jurisdiction-specific provisions, the jurisdiction-specific provisions shall prevail, govern and control with respect to Users in those jurisdictions.

A. Residents of British Columbia - Dispute Resolution

1. Dispute Resolution - Arbitration & Class Action Waiver

Please read this section carefully. It affects your legal rights and explains how you and ERRUNDS may bring claims against each other. With limited exceptions, it requires you and ERRUNDS to resolve disputes through final and binding arbitration on an individual basis, and it limits the ability of Runners and Customers to participate in class actions or other group proceedings.

By accepting these Terms, you confirm that you have read and understand them, and that you agree to be legally bound by them.

2. Agreement to Binding Arbitration

Except where prohibited by law (which may include the Province of Quebec), any controversy, claim, or dispute arising out of or relating to these Terms or the Platform—including their negotiation, validity, existence, interpretation, breach, termination, construction, or application, and the rights or obligations of any party (a "Dispute")—must be resolved by final and binding arbitration before a single arbitrator. The arbitration will be administered under the Arbitration Rules of the ADR Institute of Canada, Inc. (the "ADR Rules"). By accepting these Terms, you acknowledge that you had a reasonable opportunity to review the ADR Rules, and that filing fees may apply as set out in the ADR Rules.

The arbitrator will be appointed in accordance with the ADR Rules. **Class action waiver:** to the greatest extent permitted by law, Runners and Customers may bring Disputes against ERRUNDS only in an

individual capacity and may not commence or participate in any class action, class arbitration, collective, coordinated, consolidated, or representative proceeding relating to any Dispute—except to the extent that provincial consumer protection legislation expressly preserves such an entitlement for the particular Dispute.

The legal “seat” of the arbitration will be the province in which the Runner performs most of the task services, and the arbitration legislation of that seat will apply. Unless the parties agree otherwise, the arbitration hearing will take place in the capital city of the seat. The arbitrator award is final and binding, and there is no right of appeal from any award of the arbitrator, whether final, interim, interlocutory, or partial.

All Disputes submitted to arbitration—including issues about the scope or enforceability of the agreement to arbitrate, limitation periods, arbitration procedure, available remedies, set-off, and conflicts of laws—will be governed by the law of the seat. Each party irrevocably consents to venue in the capital of the seat and to the jurisdiction of competent courts in that capital for any court proceedings that may be necessary to support arbitration (for example, to compel arbitration or to enforce an award), recognizing that the parties intend to resolve Disputes through arbitration without general recourse to the courts. The arbitration will be conducted in English, except in Quebec, where the arbitration will be conducted in either English or French at the election of the Runner.

Any party may take steps permitted or required by law to enforce an arbitrator award. Except as required by law, or to the extent reasonably necessary to obtain professional advice or to enforce an award, the existence of arbitration and all aspects of the arbitration (including any award) must be kept confidential and must not be disclosed to any non-party. Documents, evidence, and information prepared for or produced in the arbitration must likewise not be disclosed to any non-party, subject to the same exceptions.

Nothing in this Section prevents a Runner from making a report to, or filing a claim, application, or charge with, a governmental or administrative agency or tribunal (for example, where applicable, a Ministry of Labor, a human rights commission or tribunal, or a labor relations board) (collectively, “Administrative Agencies”) if applicable legislation gives you that right and does not allow exclusive, pre-dispute arbitration. For clarity, “Administrative Agencies” do not include provincial or federal courts.

B. Residents Outside British Columbia

This Section applies to Users who reside outside British Columbia (“Non-BC Users”). The arbitration and class action waiver terms in Section XVI.A are intended to apply only to British Columbia residents and do not automatically apply to Non-BC Users unless ERRUNDS expressly states otherwise for your jurisdiction.

Before starting a formal legal proceeding, you agree to follow the informal resolution process described in Section X (Dispute Resolution Approach) by contacting ERRUNDS support and allowing a reasonable opportunity to resolve the issue in good faith, unless urgent safety concerns apply or applicable law requires a different process.

Governing law (Non-BC Users). If you are located in Canada but outside British Columbia, then, unless otherwise required by applicable law, these Terms and any Dispute will be governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein; however, nothing in these Terms is intended to limit any mandatory consumer protection rights (or other nonwaivable rights) you may have under the laws of your province or territory of residence. If you are located outside Canada, then, to the extent permitted by applicable law, these Terms and any Dispute will be governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein.

Courts / venue (Non-BC Users). If a Dispute is not resolved informally and arbitration is not required (or is not permitted) under the law that applies to you, you and ERRUNDS agree that the courts located in British Columbia, Canada will have non-exclusive jurisdiction to resolve the Dispute. “Non-exclusive” means you may also be able to bring a claim in another court if applicable law gives you that right (for example, certain consumer protection laws may allow claims in your home jurisdiction).

Future expansion. ERRUNDS may add or update additional jurisdiction-specific terms (including dispute resolution, governing law, and forum selection provisions) as the Platform expands into new

provinces/territories or countries. If ERRUNDS provides jurisdiction-specific terms for your location, those terms will apply to you as described in the notice or in-app disclosure.

To the extent permitted by applicable law, you agree to bring any Dispute on an individual basis. However, nothing in this Section is intended to limit any right to participate in a class, representative, or collective proceeding where such a limitation is prohibited by the law that applies to you.

XVII. Telephone Communications and Agreement to be Contacted

By providing your mobile phone number and using the Platform, you hereby affirmatively consent to use of your mobile phone number for calls and recurring text messages, (including with an auto dialer and/or prerecorded voice) by ERRUNDS and Affiliates, or from independent contractors (including Runners) in order to (a) perform and improve upon the Platform, (b) facilitate the carrying out of Tasks through the Platform, and (c) provide you with information and reminders regarding your registration, orientation, upcoming Tasks, product alterations, changes and updates, service outages or alterations. The Platform may also allow Customers and Runners to make in-app voice calls for task-related communications only, including calls powered by communications infrastructure providers such as LiveKit. To use in-app voice calling, you may need to grant microphone permission through your device settings, and the Platform may send call notifications or alerts to help connect matched task parties. In-app calling must not be used for unrelated, promotional, harassing, unlawful, or off-platform purposes. ERRUNDS does not permit any user to record an in-app call unless all participants have given prior consent and the recording complies with applicable law and Platform requirements. These calls and texts may include, among other things, reminders about uncompleted or upcoming Tasks and/or in follow up to any push notifications delivered through our mobile application. Message frequency varies. Carriers are not liable for delayed or undelivered messages. ERRUNDS will not assess any charges for calls or texts, but standard message, data or other charges from your wireless carrier may apply. You may opt-out of receiving text messages from ERRUNDS by modifying your account settings on the Sites or Apps, replying "STOP" in response to any text. You may opt out of receiving calls from ERRUNDS by stating that you no longer wish to receive calls during any call with us. You understand that we may send you a text confirming any opt-out by you.

You will be informed on each telephone call to or from ERRUNDS if the call will be monitored and/or recorded by ERRUNDS for the purposes of quality control and training and you will be provided with the possibility to continue the call without monitoring and/or recording if you do not wish to. Please refer to our Privacy Policy for further information on the processing of telephone calls as personal data.

XVIII. Invoicing Obligations for Runners

As a Runner rendering services in your country, you may have the obligation under applicable law to issue invoices or receipts to your customers. Any invoices or receipts may have to comply with specific requirements. ERRUNDS is not responsible for issuing these invoices or receipts on your behalf. By accepting these Terms of Service, you acknowledge that ERRUNDS will not issue invoices or receipts on your behalf.

Runners remain responsible for their invoicing or receipt obligations, including the content of invoices or receipts, mandatory details, retention obligations, and related tax consequences such as VAT, except to the extent applicable law requires otherwise.

XIX. Acknowledge and Consent

I HEREBY ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE FOREGOING TERMS OF SERVICE, AS WELL AS THE PRIVACY POLICY AND ALL OTHER TERMS INCORPORATED HEREIN BY REFERENCE AND AGREE THAT MY USE OF THE PLATFORM IS AN ACKNOWLEDGMENT OF MY AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT.

ERRUNDS RUNNER AGREEMENT

This Runner Agreement (“Agreement”) is entered into between Runner Technologies Inc. (“ERRUNDS,” “we,” “us”) and you (“Runner”).

This Agreement applies only to Runners and is separate from, but incorporates by reference, the ERRUNDS Terms of Service and applicable Platform policies.

Order of precedence. If there is a conflict between this Agreement and the ERRUNDS Terms of Service, the Terms of Service control. If there is a conflict between this Agreement and a policy that is expressly stated to govern a topic (for example, the Fees, Payments & Cancellation Policy), that policy controls for that topic. If there is a conflict between this Agreement and any in-app task details confirmed for a specific task, the in-app task details control for that task.

Plain-Language Summary (Non-Binding)

This Agreement explains your relationship with ERRUNDS as a self-employed independent contractor (“Runner”). You choose when and whether to accept tasks; you are paid per task (not wages), and you are responsible for your own taxes, equipment, expenses, and insurance. ERRUNDS provides a platform to connect you with customers but does not control how you perform tasks. If anything in this summary conflicts with the legal terms below, the legal terms control.

1. Purpose & Relationship

ERRUNDS operates a multi-sided digital marketplace (the “Platform”) that connects customers seeking simple, everyday tasks (“Customers”) with independent individuals willing to perform such tasks (“Runners”). You acknowledge and agree that you participate as an independent contractor (self-employed), not as an employee, agent, partner, joint venture, or representative of ERRUNDS, Runner Technologies Inc., any Customer, or any other User. Runner Technologies Inc. and ERRUNDS are not your employer, joint employer, or co-employer.

Nothing in this Agreement creates an employment relationship with Runner Technologies Inc., ERRUNDS, any Customer, or any other User. You are not entitled to employee benefits or protections from ERRUNDS or Runner Technologies Inc., including, as applicable, minimum wage, overtime, vacation pay, statutory holiday pay, Employment Insurance (EI), Canada Pension Plan (CPP) contributions, workers’ compensation coverage, employment-related leave, severance, notice of termination, or similar employment-related benefits or protections, except to the extent applicable law provides otherwise.

You are responsible for any personal costs or expenses you choose to incur in connection with providing services, such as your phone, data plan, transportation, clothing, or optional tools or equipment you voluntarily choose to bring. You are not required to bring your own tools, equipment, materials, or supplies unless you choose to do so or expressly agree through the Platform. Where tools, equipment, materials, or supplies are necessary to perform the requested task, the Customer is responsible for providing them in a safe, lawful, suitable, and timely manner, unless otherwise expressly agreed through the Platform. Except as explicitly stated in writing by ERRUNDS or expressly agreed with the Customer through the Platform, you are not reimbursed for expenses.

2. Runner Autonomy and Control

As a Runner, you have full discretion to decide whether, when, and where to use the Platform. You may accept, decline, or cancel tasks, subject to applicable Platform rules (including cancellation, safety, and fraud policies). You control the manner and means of performing tasks, including your route, methods, and timing, subject only to (a) the Customer-agreed scope of work, (b) applicable law and safety requirements, and (c) any tools, equipment, materials, supplies, access, or instructions provided by the Customer or expressly agreed through the Platform.

ERRUNDS does not require exclusivity. You are free to offer services through other platforms or independently.

3. Scope of Permitted Tasks

ERRUNDS is a mobile app that facilitates simple, everyday, non-specialized personal tasks. Tasks offered on the Platform are intended to be simple and commonly do not require professional qualifications.

You agree you will not accept or perform any task that:

- requires a professional license, certification, registration, or other regulated authorization (including, without limitation, childcare, elder care, medical, nursing, counselling, legal, accounting, real estate, electrical, plumbing, gas fitting, or other regulated trade/professional services);
- is illegal, unsafe, or involves weapons, controlled substances, or other prohibited items.
- violates ERRUNDS policies, community standards, or any applicable law; or
- outside the categories of tasks made available on the Platform at the time you accept the task.

You are responsible for deciding whether you are legally and practically qualified to perform tasks you accept, limited to tasks being offered in the ERRUNDS lists of tasks and subject to the shared-responsibility terms, applicable agreements, and applicable law.

4. Compliance With Laws & Licensing

You represent and warrant that you are legally entitled to work in the jurisdiction where you perform tasks. You are responsible for understanding and complying with all applicable municipal, provincial, and federal laws, including any requirements relating to permits, licenses, registrations, zoning, transportation, consumer protection, and tax obligations. Where a task requires a license, permit, or registration, you must not accept the task unless you already hold (and maintain) the required authorization.

5. Insurance & Risk Allocation

ERRUNDS does not provide workers' compensation coverage, occupational injury coverage, disability coverage, or personal/general liability insurance for Runners unless expressly stated in writing. You are responsible for determining whether insurance is appropriate or required for your activities, including coverage relating to injury, property damage, vehicle use, and third-party claims.

Tasks you accept may involve inherent and foreseeable risks, including travel to and from a task location, entering a customer's premises, interactions with Customers, other persons, pets, or property, and performing the task. You are responsible for using reasonable care, following safety practices, and stopping or declining work if conditions are unsafe, unlawful, outside the agreed scope, outside your practical capability, or require credentials you do not hold, subject to the shared-responsibility terms, applicable agreements, and applicable law.

A. Enhanced Liability, Indemnification, and Risk Allocation

(a) Runner Assumption of Risk and Responsibility

To the fullest extent permitted by applicable law, the Runner is responsible for the Runner's own acts, omissions, judgment, methods, safety practices, and any tools, equipment, vehicles, materials, or supplies the Runner voluntarily chooses to bring or expressly agrees to provide in connection with any Task the Runner accepts. The Runner is not required to bring the Runner's own tools, equipment, materials, or supplies unless the Runner chooses to do so or expressly agrees through the Platform. The Runner acknowledges that performing Tasks may involve inherent and foreseeable risks, including travel to and from the Task location, entering or remaining on a client's premises, interacting with

Clients, other persons, pets, or property, and using any tools, equipment, vehicles, materials, or supplies provided by the Client or voluntarily provided by the Runner.

The Runner agrees to use reasonable care, comply with applicable law, follow appropriate safety practices, and stop or decline work if the Runner reasonably believes the Task is unsafe, unlawful, outside the agreed scope, outside the Runner's practical capability, or requires credentials the Runner does not hold. Nothing in this Section makes the Runner responsible for harm caused solely and directly by a Client's gross negligence, willful misconduct, unlawful conduct, or failure to provide safe access, accurate instructions, or required information, nor does it limit any non-waivable legal rights or remedies available under applicable law.

(b) No Agency or Vicarious Liability

The Parties agree that, except as expressly required by applicable law, no agency, partnership, joint venture, employment, fiduciary, or representative relationship exists between any Client and any Runner, or between ERRUNDS and any Runner. A Client does not supervise, direct, or control the Runner's manner, method, timing, or performance of a Task, and a Runner is not authorized to act on behalf of any Client or ERRUNDS. This Section does not relieve Clients of their separate responsibilities under the Terms of Service and Customer Agreement, including the responsibility to provide accurate Task information, timely access, warnings about known hazards, a reasonably safe environment for the Task, and any tools, equipment, materials, supplies, or instructions necessary to perform the requested task unless otherwise expressly agreed through the Platform.

(c) Runner Indemnification

To the fullest extent permitted by applicable law, the Runner agrees to defend, indemnify, and hold harmless ERRUNDS, its affiliates, officers, directors, employees, agents, representatives, and, where applicable, the Client, from and against claims, demands, actions, damages, losses, liabilities, penalties, fines, judgments, costs, and expenses, including reasonable legal fees, arising out of or relating to:

1. the Runner's negligent, reckless, willful, unlawful, or wrongful act or omission;
2. the Runner's breach of this Agreement, the Terms of Service, Platform policies, or applicable law;
3. the Runner's performance or non-performance of a Task, but only to the extent the claim arises from the Runner's acts, omissions, methods, safety practices, tools, equipment, materials, or supplies voluntarily brought or expressly agreed to be provided by the Runner, or the Runner's failure to use reasonable care;
4. any injury, death, property damage, theft, loss, or other harm caused or allegedly caused by the Runner; or
5. the Runner's violation of licensing, permitting, registration, tax, insurance, privacy, confidentiality, or safety obligations.

The Runner's indemnification obligation does not apply to the extent a claim is caused solely and directly by the gross negligence, willful misconduct, unlawful conduct, or material breach of the party seeking indemnification, or to the extent indemnification is prohibited by applicable law.

Plain-Language Risk & Liability Summary (Non-Binding)

This summary explains Section 5A (Enhanced Liability, Indemnification, and Risk Allocation) in plain language. If there is any conflict between this summary and the legal terms, the legal terms control.

- As a Runner, you choose whether to accept a task and how to perform it. You are responsible for your own conduct, methods, safety practices, and decisions while performing the task.

- You are not required to bring your own tools, equipment, materials, or supplies unless you choose to do so or expressly agree through the Platform.
- Clients are responsible for providing any tools, equipment, materials, supplies, access, and instructions necessary to perform the requested task, unless otherwise expressly agreed through the Platform.
- Task work can involve risks, including travel, entering someone's property, interacting with people or pets, and handling property or equipment. You should stop or decline work if it appears unsafe, unlawful, outside the agreed scope, or beyond your ability.
- Clients are responsible for their own conduct, including giving accurate instructions, warning about known hazards, providing safe access, and avoiding unsafe or unlawful behavior.
- If a claim arises because of your conduct or breach of the agreement, you may have to protect ERRUNDS and, where applicable, the Client, as described in the legal terms.
- ERRUNDS does not provide insurance for Runners unless expressly stated in writing. You are responsible for deciding what coverage you need.

(c) Limitation of Client Liability

To the fullest extent permitted by applicable law, a client is not responsible for the Runner's independent methods, timing, performance decisions, or acts or omissions while performing a Task. However, this does not limit a Client's responsibility for the Client's own acts or omissions, including providing materially inaccurate instructions, failing to disclose known hazards, failing to provide reasonably safe access, failing to provide safe and suitable tools, equipment, materials, supplies, or instructions necessary to perform the requested task unless otherwise expressly agreed through the Platform, engaging in unsafe or unlawful conduct, or acting with gross negligence or willful misconduct. The Runner agrees that claims arising from the Runner's own ordinary negligence, methods, safety practices, or tools, equipment, vehicles, materials, or supplies voluntarily brought or expressly agreed to be provided by the Runner are the Runner's responsibility, except to the extent applicable law provides otherwise.

(d) Insurance; Waiver of Subrogation

The Runner is responsible for determining whether insurance is appropriate or required for the Runner's activities, including coverage for personal injury, property damage, vehicle use, optional tools or equipment the Runner voluntarily chooses to bring, and third-party claims. ERRUNDS does not provide workers' compensation coverage, occupational injury coverage, disability coverage, or personal/general liability insurance for Runners unless expressly stated in writing. To the fullest extent permitted by applicable law and applicable insurance policies, the Runner waives, and will use reasonable efforts to cause the Runner's insurers to waive, any right of subrogation or recovery against ERRUNDS and any Client for losses covered and actually paid by the Runner's insurance, except to the extent the loss was caused by that party's gross negligence, willful misconduct, unlawful conduct, or material breach of the applicable agreement.

6. Payments and Fees

As a Runner, you may set your own bid or rate for a task where the Platform allows. You are paid per task (not hourly and not salary-based). Payments are processed through ERRUNDS' payment processor after task completion and confirmation in accordance with the applicable payment policy. ERRUNDS may deduct or charge applicable platform fees, payment processing fees, taxes where required by law, refunds, chargebacks, and other amounts described in the Fees, Payments & Cancellation Policy. ERRUNDS does not guarantee any minimum earnings, task volume, or income.

Payment timing, eligibility for payout, and any adjustments (including refunds, chargebacks, disputes, cancellations, and violations of Platform rules) are handled according to the Fees, Payments & Cancellation Policy and any instructions provided through the Platform.

All payment mechanics are governed by the Fees, Payments & Cancellation Policy in the Terms and Conditions Agreement.

7. Taxes & Financial Responsibility

You are responsible for determining, reporting, and remitting all taxes arising from amounts you receive through the Platform, including income tax and any applicable GST/HST/PST or other sales/value-added taxes, except to the extent applicable law requires otherwise. ERRUNDS does not withhold taxes on your behalf unless legally required and does not provide tax advice.

You are responsible for providing tax information for reporting purposes where required by law.

8. Background Checks & Verification

Where permitted by law, ERRUNDS may require identity verification and/or background screening through third-party service providers such as Stripe and Stripe Identity. You consent to ERRUNDS collecting, using, and sharing the information reasonably necessary for such verification/screening, which may include (without limitation) your legal name, date of birth, age/age confirmation, residential address, phone number, email address, and government-issued identification information (as applicable). Unless required by law or necessary to complete verification, ERRUNDS does not store full images/copies of your government-issued identification and may instead retain only limited verification details (such as confirmation/status or reference tokens) as permitted by applicable privacy laws and ERRUNDS' privacy practices. You also consent to ERRUNDS receiving the results (or a pass/fail status) from those service providers such as Stripe and Stripe Identity. Verification and screening may be conducted onboarding and, where permitted, periodically or upon request (for example, to help prevent fraud or to comply with legal requirements), subject to applicable privacy laws and ERRUNDS' privacy practices.

You acknowledge that screening may be incomplete, limited, periodic, and dependent on third-party records and user-provided information. Passing a check or verification does not guarantee safety, reliability, legality, skill, suitability, task quality, or continued access to the Platform. ERRUNDS may suspend or remove your access based on safety or trust considerations.

9. Standards of Conduct

While maintaining your independence, you agree to: (a) communicate honestly, promptly, and respectfully with Clients; (b) perform tasks consistent with the agreed scope; (c) act in a safe, non-discriminatory, and lawful manner; and (d) avoid harassment, abuse, theft, fraud, or misrepresentation.

Any violations of the standards may result in suspension or termination of Platform access.

10. No Authority to Bind ERRUNDS

You have no authority to bind ERRUNDS to contracts or obligations with other people, representing yourself as an employee or agent of ERRUNDS and its employees. You may not make warranties or guarantees on ERRUNDS' behalf.

11. Limitation of Liability

To the fullest extent permitted by applicable law, you acknowledge and agree that ERRUNDS is a marketplace platform and does not perform, supervise, direct, or control Tasks. Accordingly, ERRUNDS is not liable for any injury, death, loss, damage, theft, property damage, delay, or dispute arising out of or relating to: (a) your performance or non-performance of any Task; (b) any interaction between you and any Client, other user, or third party, whether arranged through the Platform or otherwise; or (c) any act, omission, misconduct, or negligence of any Client, other user, or third party, except to the

extent liability cannot be limited or excluded under applicable law or to the extent a claim is caused by ERRUNDS' own gross negligence, willful misconduct, unlawful conduct, material breach, or other non-waivable legal responsibility.

You are responsible for your own acts and omissions, including complying with the agreed Task scope, using reasonable care and appropriate safety measures, following applicable law, and stopping or declining work where the Task appears unsafe, unlawful, outside the agreed scope, outside your practical capability, or requires credentials you do not hold. Nothing in this Section limits responsibility of any Client, user, or third party for their own acts or omissions where applicable law or the relevant agreement imposes such responsibility, including a Client's responsibility to provide reasonably safe access, accurate instructions, and warnings about known hazards.

12. Indemnification

To the fullest extent permitted by applicable law, you agree to defend, indemnify, and hold harmless ERRUNDS, its affiliates, directors, officers, employees, agents, representatives, successors, and assigns from and against any claims, demands, actions, damages, losses, liabilities, penalties, fines, judgments, costs, and expenses, including reasonable legal fees, arising out of or relating to: (a) your negligent, reckless, willful, unlawful, or wrongful act or omission; (b) your breach of this Agreement, the Terms of Service, Platform policies, or applicable law; (c) your performance or non-performance of any Task, but only to the extent the claim arises from your acts, omissions, methods, safety practices, tools, equipment, materials, or supplies you voluntarily bring or expressly agree to provide, or your failure to use reasonable care; (d) any injury, death, property damage, theft, loss, or other harm caused or allegedly caused by you; (e) your violation of licensing, permitting, registration, tax, insurance, privacy, confidentiality, or safety obligations; or (f) your infringement or alleged infringement of any third-party rights. Your indemnification obligation does not apply to the extent a claim is caused solely and directly by the gross negligence, willful misconduct, unlawful conduct, or material breach of the party seeking indemnification, or to the extent indemnification is prohibited by applicable law.

13. Term & Termination

This Agreement stays in effect while you access the Platform as a Runner. You have the freedom to stop using the Platform at any time. ERRUNDS may suspend or end access for policy, safety, or legal reasons.

Sections that by their nature should survive termination will continue to apply, including (without limitation) provisions regarding independent contractor status, limitation of liability, indemnification, dispute resolution, governing law, and any other provisions intended to survive.

14. Dispute Resolution

Dispute resolution relating to your use of the Platform as a Runner (including disputes arising out of or relating to tasks, your access to the Platform, or these Runner terms) is governed by the dispute resolution and jurisdiction provisions in the ERRUNDS Terms of Service, including any jurisdiction-specific provisions in Section XVI (Jurisdiction-specific Provisions, including Dispute Resolution).

Nothing in this Agreement is intended to prevent you from making a report to, or filing a claim, application, or charge with, a governmental or administrative agency or tribunal where applicable legislation gives you that right and does not allow exclusive, pre-dispute arbitration.

15. Governing Law

This Agreement and any dispute, claim, or controversy arising out of or relating to this Agreement, your use of the Platform as a Runner, or tasks are governed by the governing law provisions in the ERRUNDS Terms of Service, including Section XVI (Jurisdiction-specific Provisions, including Dispute Resolution). For Non-BC Users, the additional rules in Section XVI.B (Residents Outside British Columbia) apply. Where Section XVI does not provide specific rules for your location, the laws of the

Province of British Columbia and the federal laws of Canada applicable therein will apply, except to the extent that applicable law requires different governing law or preserves non-waivable rights.

16. Acknowledgment

By registering as a Runner or accepting tasks through ERRUNDS, you acknowledge that you have read, understood, and agreed to be bound by this Runner Agreement, the ERRUNDS Terms of Service, and all incorporated policies.

17. Confidentiality & Customer Data

You may receive access to Client information (including names, addresses, entry instructions, or other personal information) to perform a task. You agree to use such information only for performing the task, keep it confidential, and not disclose or retain it longer than necessary. You must comply with applicable privacy laws and ERRUNDS policies regarding data handling and security. Where the Platform provides in-app messaging or calling tools, you agree to use those tools and not request or share personal phone numbers, email addresses, or other direct contact details except where strictly necessary to complete the task.

18. Intellectual Property; Use of the Platform

The Platform, including its software, design, trademarks, and content, is owned by ERRUNDS or its licensors and is protected by intellectual property laws. Subject to your compliance with this Agreement and the Terms of Service, ERRUNDS grants you a limited, non-exclusive, non-transferable right to access and use the Platform for the purpose of finding and performing tasks. You must not copy, modify, reverse engineer, or misuse the Platform.

19. Non-Circumvention

To protect the integrity of the Platform, you agree that you will not use information obtained through the Platform to intentionally circumvent ERRUNDS' fees or payment systems (for example, by directing a client to pay you outside the Platform for a task that originated on the Platform), except where expressly permitted by ERRUNDS in writing.

20. General Terms and Acknowledgement

Assignment. You may not assign this Agreement without ERRUNDS' prior written consent. ERRUNDS may assign this Agreement in connection with a merger, acquisition, corporate reorganization, or sale of assets. **Severability.** If any provision is unlawful or unenforceable, the remaining provisions remain in effect. **Entire Agreement.** This Agreement, the Terms of Service, and incorporated policies are the entire agreement between you and ERRUNDS regarding your participation as a Runner and supersede prior understandings on that subject. **Amendments.** ERRUNDS may update this Agreement from time to time as permitted by the Terms of Service. Continued use of the Platform after the effective date constitutes acceptance. **Notices.** Notices may be provided electronically through the Platform, email, or other reasonable means. **Electronic Acceptance.** You agree that clicking to accept or otherwise electronically agreeing to this Agreement has the same legal effect as a handwritten signature.

ERRUNDS CUSTOMER AGREEMENT

This Customer Agreement ("Agreement") is entered into between Runner Technologies Inc. ("ERRUNDS," "we," "us") and you ("Customer," "you").

This Agreement applies only to Customers and is separate from, but incorporates by reference, the ERRUNDS Terms of Service and applicable Platform policies (including any Fees, Payments & Cancellation Policy, safety policies, and community standards). In the event of a conflict, the Terms of Service control unless this Agreement expressly states otherwise.

Order of precedence. If there is a conflict between this Agreement and the ERRUNDS Terms of Service, the Terms of Service control unless this Agreement expressly states otherwise. If there is a

conflict between this Agreement and a policy that is expressly stated to govern a topic (for example, the Fees, Payments & Cancellation Policy), that policy controls that topic. If there is a conflict between this Agreement and any in-app task details confirmed for a specific task, the in-app task details control for that task.

Plain-Language Summary (Non-Binding)

ERRUNDS provides a platform that helps you find independent contractors (“Runners”) to perform simple, everyday tasks you request. ERRUNDS is not a service provider and does not employ Runners. You choose the task details and, where the Platform allows, you choose pricing or accept bids. Payments are processed through the Platform subject to the applicable fees, refunds, cancellations, and dispute processes. If anything in this summary conflicts with the legal terms below, the legal terms of control.

1. Platform Purpose; Relationship

ERRUNDS operates a multi-sided digital marketplace (the “Platform”) that connects people seeking simple, everyday tasks (“Customers”) with independent individuals willing to perform such tasks (“Runners”). ERRUNDS does not perform tasks and does not employ Runners. Runner Technologies Inc. and ERRUNDS are not the employer, joint employer, or co-employer of any Runner or other User. Any task you request is performed by a Runner as an independent contractor, and, to the extent permitted by law and the Terms of Service, the task arrangement is between you and the Runner.

2. Account Registration; Eligibility

By creating an account or using the Platform as a Customer, you represent that you are legally able to enter contracts and that you will comply with this Agreement, the Terms of Service, and applicable laws. You agree to provide accurate, current information (including contact and address details where required for a task) and to maintain the security of your account credentials.

3. Task Requests; Scope; Prohibited Requests

You may request only tasks that are listed and available as task categories within the ERRUNDS app at the time you create the request (the “Permitted Tasks”). You are responsible for clearly describing the Permitted Task you are requesting, including location, timing expectations, any relevant instructions, any known risks (for example, heavy lifting, stairs, pets, parking restrictions, or access requirements), and any tools, equipment, materials, or supplies needed to perform the task. You must provide any tools, equipment, materials, supplies, access, and instructions necessary to perform the requested task unless the Runner voluntarily agrees through the Platform to bring or provide specific items. You must not request tasks that are illegal, unsafe, discriminatory, or that require a professional license, certification, registration, or other regulated authorization (including, without limitation, childcare, elder care, medical, nursing, counselling, legal, accounting, real estate, electrical, plumbing, gas fitting, or other regulated trade/professional services).

You must not request, encourage, or agree to have a Runner perform work that is outside the Permitted Tasks list in the ERRUNDS app (including through in-app messaging or off-platform communications). Any such request may be removed, and may result in cancellation, refund/fee treatment under Platform policies, and/or suspension or termination of your account.

ERRUNDS may remove or restrict access to any task request that violates Platform rules, community standards, or applicable law, and may suspend or terminate your access for repeated or serious violations.

4. Pricing, Fees, and Payments

You agree to pay the amounts displayed in the Platform for tasks you request and that are accepted and completed, including the Runner’s Task Price or bid, applicable Platform fees, Trust and Support fees, and applicable taxes charged to you as the Customer. Payments are processed through

ERRUNDS' payment processor in accordance with the Fees, Payments & Cancellation Policy. You authorize ERRUNDS (and its payment processor) to charge your selected payment method for authorized transactions, including adjustments permitted by Platform policies such as cancellations, refunds, chargebacks, dispute outcomes, or corrections for errors.

5. Cancellations, Refunds, and Disputes

Cancellations, refunds, adjustments, and dispute handling are governed by the Fees, Payments & Cancellation Policy and any in-Platform instructions. You acknowledge that certain cancellations may result in fees (for example, if a Runner has already traveled, begun the task, or reserved time), and that refunds are not guaranteed. If you initiate a chargeback or payment dispute with your bank, ERRUNDS may suspend your account's pending resolution and may require repayment of amounts owed.

6. Customer Responsibilities; Safety

You agree to: (a) provide a reasonably safe environment for the task (including safe access, adequate lighting, and warning of known hazards); (b) provide accurate instructions and, where necessary, timely access to the task location; (c) provide any tools, equipment, materials, or supplies necessary to perform the requested task in a safe, lawful, suitable, and timely manner, unless the Runner voluntarily agrees through the Platform to bring or provide specific items; (d) treat Runners respectfully and not engage in harassment, discrimination, threats, or unsafe conduct; and (e) comply with all applicable laws and building/property rules. You are responsible for securing pets and ensuring minors do not interfere with task performance. You must not request or pressure a Runner to perform unsafe or illegal acts.

7. Background Checks & Verification

Where permitted by law, ERRUNDS may require identity verification and/or background screening through third-party providers. You consent to ERRUNDS collecting, using, and sharing the information reasonably necessary for such verification/screening, which may include (without limitation) your legal name, date of birth, age/age confirmation, residential address, phone number, email address, and government-issued identification information (as applicable). Unless required by law or necessary to complete verification, ERRUNDS does not store full images/copies of your government-issued identification and may instead retain only limited verification details (such as confirmation/status or reference tokens) as permitted by applicable privacy laws and ERRUNDS' privacy practices. You also consent to ERRUNDS receiving the results (or a pass/fail status) from those providers. Verification and screening may be conducted onboarding and, where permitted, periodically or upon request (for example, to help prevent fraud or to comply with legal requirements), subject to applicable privacy laws and ERRUNDS' privacy practices.

You acknowledge that screening may be incomplete, limited, periodic, and dependent on third-party records and user-provided information. Passing a check or verification does not guarantee safety, reliability, legality, skill, suitability, task quality, or continued access to the Platform. ERRUNDS may suspend or remove your access based on safety or trust considerations.

8. Privacy; Sharing of Information

You acknowledge that, to facilitate tasks, ERRUNDS will share certain information with Runners (such as your name, task location/address, contact details, and task instructions). You agree to provide only information reasonably necessary for the task and to comply with applicable privacy laws when using any information you receive through the Platform. ERRUNDS' collection and use of personal information is described in its Privacy Policy and related Platform policies.

9. Intellectual Property; Use of the Platform

The Platform, including its software, design, trademarks, and content, is owned by ERRUNDS or its licensors and is protected by intellectual property laws. Subject to your compliance with this Agreement and the Terms of Service, ERRUNDS grants you a limited, non-exclusive, non-transferable right to

access and use the Platform for the purpose of requesting and managing tasks. You must not copy, modify, reverse engineer, or misuse the Platform.

10. Limitation of Liability

To the fullest extent permitted by applicable law, you acknowledge and agree that ERRUNDS is a marketplace platform facilitator and does not perform, supervise, direct, or control Tasks, and does not employ Runners. Accordingly, ERRUNDS is not liable for any injury, death, loss, damage, theft, property damage, delay, or dispute arising out of or relating to: (a) any Runner's performance or non-performance of a Task; (b) any interaction between you and any Runner, other user, or third party, whether arranged through the Platform or otherwise; or (c) any act, omission, misconduct, or negligence of any Runner, other user, or third party, except to the extent liability cannot be limited or excluded under applicable law or to the extent a claim is caused by ERRUNDS' own gross negligence, willful misconduct, unlawful conduct, material breach, or other non-waivable legal responsibility.

You are responsible for your own acts and omissions, including providing accurate Task information and instructions, disclosing known hazards, making reasonable access arrangements, maintaining a reasonably safe environment for the Task, providing any tools, equipment, materials, supplies, access, or instructions necessary to perform the requested task unless the Runner voluntarily agrees through the Platform to bring or provide specific items, treating Runners respectfully, complying with applicable law, and not requesting or pressuring a Runner to perform unsafe, unlawful, out-of-scope, or credential-required work. Nothing in this Section limits responsibility of any Runner, user, or third party for their own acts or omissions where applicable law or the relevant agreement imposes such responsibility, including a Runner's responsibility to use reasonable care, follow safety practices, comply with law, and decline or stop unsafe, unlawful, out-of-scope, or credential-required work.

11. Indemnification

To the fullest extent permitted by applicable law, you agree to defend, indemnify, and hold harmless ERRUNDS, its affiliates, directors, officers, employees, agents, representatives, successors, and assigns from and against any claims, demands, actions, damages, losses, liabilities, penalties, fines, judgments, costs, and expenses, including reasonable legal fees, arising out of or relating to: (a) your negligent, reckless, willful, unlawful, or wrongful act or omission; (b) your breach of this Agreement, the Terms of Service, Platform policies, or applicable law; (c) your Task request, instructions, communications, property conditions, access arrangements, payment obligations, or interactions with any Runner, but only to the extent the claim arises from your acts, omissions, instructions, property conditions, communications, or failure to use reasonable care; (d) any injury, death, property damage, theft, loss, or other harm caused or allegedly caused by you; (e) your failure to disclose known hazards, provide reasonably safe access, secure pets, supervise minors, or comply with safety, privacy, confidentiality, payment, or anti-circumvention obligations; (f) your User Content or information provided through the Platform, including any allegation that it is false, misleading, unlawful, harmful, defamatory, discriminatory, abusive, invasive of privacy, or infringing; or (g) your infringement or alleged infringement of any third-party rights. Your indemnification obligation does not apply to the extent a claim is caused solely and directly by the gross negligence, willful misconduct, unlawful conduct, or material breach of the party seeking indemnification, or to the extent indemnification is prohibited by applicable law. Nothing in this Section limits any non-waivable legal rights, remedies, or protections available under applicable law.

12. Term; Termination

This Agreement stays in effect while you access the Platform as a Customer. You may stop using the Platform at any time. ERRUNDS may suspend or end your access for policy, safety, fraud, or legal reasons.

Sections that by their nature should survive termination will continue to apply, including (without limitation) provisions regarding limitation of liability, indemnification, dispute resolution, governing law, and any other provisions intended to survive.

13. Release; Waiver; Covenant Not to Sue

To the fullest extent permitted by applicable law, you agree as follows:

(a) Release

You release and forever discharge ERRUNDS and its directors, officers, employees, agents, affiliates, successors, and assigns (collectively, the “Released Parties”) from claims, demands, causes of action, losses, liabilities, damages, costs, and expenses, including reasonable legal fees, whether known or unknown, arising out of or relating to ERRUNDS’ role as a marketplace platform facilitator in connection with: (i) any Task, including a Runner’s performance, non-performance, or the quality of any Task; (ii) your interactions with any Runner, other user, or third party, whether arranged through the Platform or otherwise; and (iii) any injury, death, property damage, theft, or other loss connected with a Task or your use of the Platform, in each case except as expressly preserved in this Section or where release is prohibited by applicable law.

(b) Exception (Non-Waivable Rights / ERRUNDS Misconduct)

This release does not apply to the extent a claim is based on a Released Party’s own gross negligence, willful misconduct, unlawful conduct, material breach of the applicable agreement, privacy or data protection responsibility that cannot be waived, or other non-waivable legal responsibility, or to the extent applicable law prohibits a release or waiver. Nothing in this Section limits any non-waivable legal rights, remedies, or protections available under applicable law, including mandatory consumer protection rights.

For clarity, this Section does not release any Runner, Customer, user, or third party from responsibility for that person’s or entity’s own acts or omissions where applicable law, the Terms of Service, this Agreement, the Runner Agreement, or any applicable Platform policy imposes such responsibility. This includes, without limitation, a Runner’s responsibility to use reasonable care, follow safety practices, comply with law, and decline or stop unsafe, unlawful, out-of-scope, or credential-required work, and a customer’s responsibility to provide accurate Task information, disclose known hazards, provide reasonably safe access, comply with law, and avoid unsafe or unlawful conduct.

(c) Waiver and Covenant Not to Sue

You agree not to sue the Released Parties, and you waive any right to commence or participate in any lawsuit or proceeding against the Released Parties, only with respect to claims that are validly released under this Section. This covenant not to sue does not apply to claims that are not released, claims that cannot legally be waived, claims based on a Released Party’s own gross negligence, willful misconduct, unlawful conduct, material breach, privacy or data protection responsibility that cannot be waived, or other non-waivable legal responsibility, or any request for relief that applicable law permits despite this Section. This covenant also does not override the dispute resolution provisions in the Terms of Service; any dispute that is not validly released remains subject to the applicable dispute resolution, jurisdiction, and governing law provisions.

(d) Consumer Protection Rights

Nothing in this Section is intended to limit any non-waivable rights you may have under applicable consumer protection laws.

14. Dispute Resolution

Dispute resolution relating to your use of the Platform (including any disputes arising out of or relating to tasks) is governed by the dispute resolution and jurisdiction provisions in the ERRUNDS Terms of Service, including any jurisdiction-specific provisions in Section XVI (Jurisdiction-specific Provisions, including Dispute Resolution). Where applicable law requires a different process or preserves non-waivable rights, nothing in this Agreement is intended to limit those rights.

15. Governing Law

This Agreement and any dispute, claim, or controversy arising out of or relating to this Agreement, your use of the Platform as a Customer, or tasks are governed by the governing law provisions in the ERRUNDS Terms of Service, including Section XVI (Jurisdiction-specific Provisions, including Dispute Resolution). For Non-BC Users, the additional rules in Section XVI.B (Residents Outside British Columbia) apply. Where Section XVI does not provide specific rules for your location, the laws of the Province of British Columbia and the federal laws of Canada applicable therein will apply, except to the extent that applicable law requires different governing law or preserves non-waivable rights (including mandatory consumer protection rights).

16. General Terms and Acknowledgement

Assignment. You may not assign this Agreement without ERRUNDS' prior written consent. ERRUNDS may assign this Agreement in connection with a merger, acquisition, corporate reorganization, or sale of assets. **Severability.** If any provision is unlawful or unenforceable, the remaining provisions remain in effect. **Entire Agreement.** This Agreement, the Terms of Service, and incorporated policies are the entire agreement between you and ERRUNDS regarding your use of the Platform as a Customer and supersede prior understandings on that subject. **Amendments.** ERRUNDS may update this Agreement from time to time as permitted by the Terms of Service. Continued use of the Platform after the effective date constitutes acceptance. **Notices.** Notices may be provided electronically through the Platform, email, or other reasonable means. **Electronic Acceptance.** You agree that clicking to accept or otherwise electronically agreeing to this Agreement has the same legal effect as a handwritten signature.

ERRUNDS – Fees, Payments & Cancellation Policy (BC – MVP)

Effective for MVP Launch in British Columbia. This Fees, Payments & Cancellation Policy ("Policy") forms part of the ERRUNDS Terms of Service and applies to all Customers and Runners using the ERRUNDS Platform in British Columbia.

Definitions

In this Policy: (a) "Customer" means a user who requests a task; (b) "Runner" means a user who accepts and performs a task; (c) "Task Price" means the amount offered by the Customer for completion of the task before ERRUNDS fees and applicable taxes; (d) "Platform" means the ERRUNDS website, mobile application(s), and related services; (e) "Platform Fee" means the fixed fee charged by ERRUNDS to the Customer for facilitating the marketplace and related Platform services; (f) "Trust and Support Fee" means the fixed fee charged by ERRUNDS to the Customer to support trust, safety, verification, fraud monitoring, customer support, dispute intake, and Platform risk-management processes; (g) "ERRUNDS Fees" means the Platform Fee and Trust and Support Fee together, plus applicable taxes; (h) "Payment Processor" means ERRUNDS' third-party payment service provider (currently Stripe); and (i) "No-show" has the meaning set out in Section 8.

1. Overview of Payments on ERRUNDS

ERRUNDS operates as a marketplace facilitator that enables Customers and Runners to connect, agree on a task, and exchange payment through the Platform. Customer payments are processed through ERRUNDS' third-party Payment Processor (currently Stripe). Subject to this Policy, ERRUNDS facilitates (i) the collection of the Task Price, applicable Platform fees, Trust and Support fees, and applicable taxes charged to the Customer, and (ii) payout of the Task Price to the Runner after completion of the task, minus any applicable deductions described in this Policy.

2. Task Pricing

When creating and requesting a task, the Customer sets the Task Price shown in the Platform. Unless the Platform indicates otherwise, the Task Price represents the amount offered to the Runner for completing the task, before the Platform Fee, Trust and Support Fee, and applicable taxes charged to the Customer. The Customer is responsible for ensuring the task details (including location, timing, instructions, and any required supplies) are accurate before confirming the booking.

Changes to task scope, timing, or price must be agreed to by both the Customer and the Runner through the Platform before the task is marked complete. Requests for additional work, additional expenses, or schedule changes should be documented in Platform messages and confirmed via the Platform's change flow (where available). Off-platform payments, cash payments, and side agreements that bypass Platform payment processing are strictly prohibited and may result in account limitation or suspension.

3. ERRUNDS Fees Charged to Customers

For each confirmed task booking, unless a different amount is displayed in the Platform as part of a lawful promotion or updated fee schedule, ERRUNDS charges the Customer fixed fees in addition to the Task Price, including a **Platform Fee** and a **Trust and Support Fee**. Applicable taxes are charged to the Customer on the Task Price and/or ERRUNDS Fees where required by law.

Fee Disclosure

The Platform Fee supports marketplace operations, technology development, hosting, maintenance, payment processing, and Platform administration. The Trust and Support Fee support trust and safety processes, identity verification, fraud monitoring, risk management, customer support, dispute intake, and related Platform support functions. These fees are charged to the Customer and are separate from the Task Price payable to the Runner.

ERRUNDS Fees, applicable taxes, and the total amount payable by the Customer will be displayed before payment confirmation. ERRUNDS may modify the Platform Fee, Trust and Support Fee, or related fee structure with or without notice, subject to applicable law. Updated fees will be displayed on the Platform before payment confirmation and will apply only to bookings made after the effective date of the change, unless otherwise required or permitted by law.

4. Taxes

Applicable taxes, including GST and, where required, PST, may be added to Customer payments and may apply to the Task Price, Platform Fee, Trust and Support Fee, or other taxable amounts as required by law. Tax treatment may vary based on the nature of the task, the user's location, and applicable law. Runners are responsible for determining, reporting, collecting (if applicable), and remitting any taxes, premiums, or withholdings arising from their services and earnings, and for maintaining any registrations required by law, except to the extent applicable law requires otherwise. ERRUNDS does not provide tax advice.

5. Payment Authorization & Processing

By confirming a task booking, the Customer authorizes ERRUNDS (through its Payment Processor) to charge the selected payment method for the Task Price, applicable Platform fees, Trust and Support fees, applicable taxes, and any additional amounts permitted under this Policy, such as certain cancellation, no-show, or chargeback-related fees where applicable. The Customer acknowledges that payment processing services are provided by a third-party Payment Processor and may be subject to that provider's terms and processing rules.

Depending on Platform configuration and risk controls, a payment may be authorized upon bid acceptance (which may place a temporary hold on funds) and captured upon completion of task. The Customer understands that authorizations, holds, and final capture timing are determined by the Payment Processor and the Customer's financial institution, and may vary. Transaction confirmations and receipts may be provided electronically through the Platform and/or by email.

6. Runner Payouts

Runners receive payout for completed tasks through the Payment Processor, less any applicable deductions described in this Policy, such as refunds, cancellations/no-shows, chargebacks, payment processor deductions, legally required taxes or withholdings, or other adjustments permitted by law. Customer-facing ERRUNDS Fees are charged to the Customer and are separate from the Task Price payable to the Runner unless the Platform expressly states otherwise. Payout timing depends on Payment Processor schedules which is within 6 to 8 days or depending on bank processing times and may take several business days after task completion. ERRUNDS is not responsible for delays caused by banks or payment processors. Runners must maintain accurate payout information and complete any required verification steps to receive funds. ERRUNDS may apply reasonable payout holds or reserves to address suspected fraud, disputes, or chargebacks, consistent with applicable law.

7. Cancellations

Customer Cancellations

Customers may cancel a task before it begins through the Platform. If a customer cancels, ERRUNDS may apply a cancellation fee and/or charge a portion of the Task Price based on the circumstances of the cancellation (for example, the proximity to the scheduled start time, whether a Runner has accepted the task, whether a Runner has arrived, and whether work has begun or approved expenses have been incurred). Any applicable cancellation fee (if any) will be displayed in the Platform at the time of cancellation (and, where the Platform supports it, prior to confirmation).

Runner Cancellations

Runners may cancel a task they have accepted where the task details are materially inconsistent with what was requested, where the Customer requests material changes after acceptance that the Runner does not agree to, or where safety, legality, or feasibility concerns arise. Runners should cancel as early as possible through the Platform and communicate promptly with the Customer. Repeated, late, or avoidable cancellations may impact search ranking/visibility, eligibility for promotions, and account standing, and may result in temporary or permanent restrictions.

8. No-Shows

- A Customer No-show may occur when the Customer does not make reasonable arrangements to enable the task to start at the agreed time and location (for example, the Customer is not reachable or cannot provide access/instructions needed to begin).
- A Runner No-Show may occur when the Runner does not attend or does not make reasonable efforts to communicate and arrive to perform the task at the agreed time and location.

Where a No-Show is reported or reasonably suspected, ERRUNDS may take actions it considers appropriate under this Policy and the Terms of Service, which may include applying a fee, adjusting payouts, providing credits or refunds, and/or taking account level action for repeated No-Shows. ERRUNDS may consider relevant Platform records and information provided by the users when reviewing a No-Show report. Any applicable fees or adjustments (if any) will be disclosed in the Platform at the time they are applied.

- Possible account level actions for repeated issues (including repeated No-Shows) may include: temporary suspension pending review; restrictions on Platform features (for example, the ability to post tasks, accept tasks, message other users, withdraw earnings, or access certain features); reduced ranking/visibility and/or ineligibility for promotions; account deactivation; account termination; and enforcement against evasion (for example, preventing creation of new accounts using alternate identities or using another person's account), where permitted by law.

9. Refunds

Except where required by law (including any non-waivable consumer protection rights), payments are generally non-refundable once a task has been completed. ERRUNDS may, in its discretion, issue full or partial refunds in appropriate circumstances, for example where a task is not completed, where the Customer is charged in error, where there is suspected fraud, or where a safety or policy issue is confirmed. Refund decisions are evaluated on a case-by-case basis based on available information.

If a customer is dissatisfied with a task outcome, the Customer should, where possible, first communicate with the Runner through the Platform to clarify expectations and attempt resolution. If the issue cannot be resolved, the Customer or Runner should contact ERRUNDS for support as soon as possible and provide relevant details (for example, task description, messages, and any available evidence). Delays in reporting may limit available remedies.

10. Disputes Related to Payments

Contacting Support

To request help with billing, cancellations, refunds, or disputes, users should contact ERRUNDS support through the in-app support flow (or other support channel made available in the Platform). Users should include the task ID, date/time, and a brief description of the issue. ERRUNDS may request additional information to investigate and may set reasonable deadlines for responses.

If a dispute arises related to amounts charged or paid out, users should first attempt resolution through ERRUNDS support. ERRUNDS may review Platform records (including task details, messages, status history, and transaction data) and may request information from the Customer and/or Runner. Based on the information available, ERRUNDS may (where permitted) adjust fees or payouts, issue full or partial refunds, or decline adjustments where the dispute is unsupported by Platform records or evidence.

ERRUNDS' role is limited to facilitating a review of payment- and policy-related issues based on available platform records. ERRUNDS does not guarantee any particular outcome, and except as required by law, does not provide warranties regarding service quality or outcomes of tasks performed by Runners.

11. Chargebacks

If a customer initiates a chargeback or payment reversal, ERRUNDS may place a temporary hold on amounts related to the task while the matter is investigated. The Runner may be required to provide information or documentation to help contest the chargeback within the Payment Processor's deadlines. Where permitted by law and the Payment Processor's rules, chargeback fees, reversals, and related costs may be deducted from a Runner's payout(s) or account balance, and ERRUNDS may recover amounts previously paid out if the chargeback is upheld.

Abusive, fraudulent, or repeated chargebacks by Customers, or failure to reasonably cooperate in chargeback investigations by Customers or Runners, may result in account restrictions or suspension, in addition to any other remedies available to ERRUNDS under the Terms of Service or applicable law.

12. Promotions & Credits

Promotional credits have no cash value, are non-transferable, and cannot be exchanged for cash except where required by law. Credits may be subject to minimum spending requirements, task-type restrictions, and other redemption limits described in the applicable promotional terms and may expire. Unless stated otherwise, credits cannot be combined with other offers. ERRUNDS may modify or discontinue promotions at any time, subject to applicable law.

13. Policy Updates

ERRUNDS may update this Policy from time to time. Material changes will be communicated through the Platform and/or by email, and the updated version will indicate its effective date. Continued use of the Platform after the effective date constitutes acceptance of the updated Policy, except where applicable law requires additional steps.

14. Miscellaneous

If any provision of this Policy is found unlawful, void, or unenforceable, that provision will be severed, and the remaining provisions will remain in full force to the maximum extent permitted by law. This Policy should be read together with, and forms part of, the ERRUNDS Terms of Service. If there is a conflict between this Policy and the Terms of Service, the Terms of Service will govern unless this Policy expressly states otherwise. Headings are for convenience only and do not affect interpretation.

15. Governing Law

This Policy is governed by the laws of the Province of British Columbia and applicable federal laws of Canada.

ERRUNDS Privacy Policy (British Columbia PIPA)

Effective date: June 1, 2026. This Privacy Policy explains how **Runner Technologies Inc.** (doing business as **ERRUNDS**, “ERRUNDS,” “we,” “us,” or “our”) collects, uses, discloses, retains, and protects personal information when Customers and Runners access or use the ERRUNDS Platform. The Platform is a marketplace application connecting individuals seeking everyday task assistance (“Customers” or “Clients”) with individuals offering to complete such tasks (“Runners”). This Privacy Policy is intended to align with British Columbia’s *Personal Information Protection Act* (PIPA), Canada’s federal private-sector privacy law where applicable (PIPEDA), and other applicable privacy laws. It forms part of the ERRUNDS Terms of Service and is incorporated by reference into the ERRUNDS Runner Agreement, ERRUNDS Customer Agreement, and Fees, Payments & Cancellation Policy.

1. Definitions

For purposes of this Privacy Policy: (a) **Platform** means the ERRUNDS website, mobile application(s), and related services; (b) **Customer** (also called Client) means a user who requests a task; (c) **Runner** means a user who accepts and performs a task; (d) **Personal information** has the meaning in PIPA and generally means information about an identifiable individual, and does not include business contact information; and (e) **User Content** has the meaning in the ERRUNDS Terms of Service.

2. Contacting Us / Privacy Officer

If you have questions, want to withdraw consent (where permitted), or want to request access to or correction of your personal information, please contact our Privacy Officer:

- **Privacy Officer:** Timiel Mintu
- **Email:** support@errunds-app.ca

- **Mailing address:** 69-1235 LaSalle Pl. Coquitlam BC, Canada V3B6T4

3. What We Collect and Why (Purposes)

We collect personal information only for purposes that a reasonable person would consider appropriate in the circumstances, and we use and disclose personal information only as described in this Privacy Policy, the Terms of Service, and as permitted or required by applicable law.

Category	Examples	Primary Purposes
Account information	Name, email address, phone number, password or login credentials, profile photo, selected role, and account settings.	Account creation, authentication, communications, fraud prevention, and Platform administration.
Identity verification	Government-issued identification information, age confirmation, address, selfie or verification status, and screening results where permitted by law.	Runner verification, Customer verification where required, safety, trust, fraud prevention, and legal compliance.
Payment and payout information	Limited payment instrument details, transaction records, payout status, task amounts, fees, refunds, chargebacks, and tax-related records.	Payment processing, Runner payouts, receipts, invoice, dispute review, chargeback handling, accounting, and compliance.
Task and communication information	Task descriptions, scheduled time, task address, access instructions, before/after photographs, messages, reviews, ratings, and support communications.	Task matching, task completion, dispute resolution, customer support, safety review, and Platform integrity.
Location, device, and usage information	Task address, live GPS location of the Runner while navigating and while performing the accepted task, device identifiers, app version, crash logs, and push notification identifiers.	For Customer to monitor the Runner location while enroute and during task performance only. Operating and improving the Platform, facilitating tasks, security monitoring, notification delivery, fraud prevention, and analytics.

3.1 Account and profile information

When you create or manage an account, we may collect information such as your legal name or registered business name, profile photo, email address, phone number, address (as applicable), login credentials, and account settings. We use this information to register and administer your account, support account security, provide Platform features, communicate with you, and promote transparency and accountability in the community.

3.2 Task information and communications

To facilitate tasks, we may collect information you provide in task requests or bids (for example, task category, description, photos you upload, preferred schedule, task location/address, access instructions, and other information reasonably necessary to complete the task). We also collect and store in-app messages, in-app call metadata, and other communications between Users within the Platform. We use this information to match Customers and Runners, confirm the Service Understanding

for a task, provide customer support, administer cancellations/refunds/disputes, and maintain Platform safety and integrity.

3.3 Payments and transaction information

Payments are processed by our third-party payment processor (currently Stripe). We and/or the payment processor may collect transaction details (for example, amounts, dates/times, payout details, and limited payment instrument information as permitted by the payment processors services). We use transaction information to process payments and payouts, detect fraud, manage chargebacks, maintain required records, and provide receipts and support.

3.4 Identity verification and screening (where permitted)

Where permitted by applicable law, we may collect information to verify identity and support Platform safety, integrity, and fraud prevention. (for example, legal name, date of birth/age confirmation, address, and government-issued identification information, as applicable). Verification may be conducted through trusted third-party providers. Unless required by law or necessary for verification, we do not intend to store full images/copies of government-issued identification; we may retain limited verification details (such as confirmation status or reference tokens) as permitted by applicable privacy laws and our practices.

3.5 Usage, device, and log information

When you use the Platform, we may collect information about how you interact with it, such as IP address, device identifiers, approximate location derived from your device (if enabled), app events, pages/screens viewed, and crash logs. We use this information to operate the Platform, improve functionality, diagnose technical issues, prevent fraud and abuse, and maintain security. We may use app infrastructure and analytics tools, such as Firebase, to support authentication, database services, crash reporting, push notifications, app performance monitoring, security, and Platform diagnostics.

3.6 Live Location During Active Task

During an active task, the Platform may collect, use, and display real-time or near real-time GPS location information from a Runner's and/or Customer's device, where enabled and permitted by device settings. This information is used to coordinate arrival, support task progress, promote safety, verify completion, and display task-related location details on the in-app map for the matched Customer and Runner. Live location sharing is intended to operate only while the task is active and should stop when the task is completed, cancelled, or otherwise ended. We may also process limited location-related technical data to operate maps, support navigation, provide routing and address lookup, prevent fraud, support safety reviews, resolve disputes, and maintain Platform integrity. We may use third-party location services, such as Google Maps Platform, for these purposes. Users can manage location permissions through their device settings, but disabling location access may limit certain Platform features or affect the ability to request, accept, perform, or verify tasks.

If we use cookies or similar technologies, we use them for functions such as authentication, preferences, security, and analytics. You may be able to manage certain tracking technologies through your device or browser settings but disabling them may affect Platform functionality.

4. Consent (Including Withdrawal)

Subject to limited exceptions under PIPA, we obtain your consent to collect, use, and disclose your personal information. Depending on the circumstances and the sensitivity of the information, consent may be expressed or implied (for example, by voluntarily providing information to create an account, request a task, accept a task, communicate in-app, or complete verification steps).

You may withdraw consent, subject to legal or contractual restrictions and reasonable notice. Withdrawing consent may limit our ability to provide the Platform or certain features (for example, you may not be able to request/accept tasks or receive payouts). To withdraw consent, contact the Privacy Officer using the contact information above.

5. How We Share Personal Information

We disclose personal information as reasonably necessary to operate the Platform and facilitate tasks, and as otherwise permitted or required by law. We do not sell personal information.

5.1 Sharing between Customers and Runners

To facilitate a task, we share certain information between Customers and Runners, such as name, profile information, task details, task location/address, task instructions, and communications needed to coordinate the task. Users are expected to use information received through the Platform only for task-related purposes and in compliance with applicable law and Platform policies. During an active task, we may also share live or near real-time location information between the matched Customer and Runner through the in-app map for task coordination, safety, arrival tracking, and completion verification.

5.2 Service providers

We may share personal information with service providers who perform services on our behalf, including payment processing, identity verification and screening, cloud hosting, database services, authentication and sign-in services, maps, geolocation, routing and address lookup services, app analytics, crash reporting, push notifications, fraud prevention, security monitoring, customer support, and communications tools for email, SMS, push notifications, and in-app calls. These providers may include services such as Stripe, Firebase, Google Maps Platform, Google Sign-In, Apple Sign-In, LiveKit, and identity verification providers used by ERRUNDS from time to time. Service providers are permitted to handle personal information only to provide services to us and must protect it through appropriate contractual and security safeguards.

5.3 Legal, safety, and compliance disclosures

We may disclose personal information where permitted or required by law, including responding to lawful requests, court orders, or regulatory inquiries; to protect the rights, property, and safety of ERRUNDS, our users, or the public; to investigate suspected fraud, security incidents, or violations of our Terms/policies; and to support dispute resolution processes. Where appropriate and permitted, we may also disclose information to assist in investigating complaints related to illegal activity or safety concerns.

5.4 Business transactions

If we are involved in a merger, acquisition, financing, reorganization, or sale of some or all our business or assets, personal information may be disclosed as part of that transaction, subject to PIPA and appropriate safeguards.

6. Access to and Correction of Personal Information

Subject to limited exceptions under PIPA, you may request access to your personal information and request correction of errors or omissions. To make a request, contact our Privacy Officer. We may need to verify your identity before responding. We aim to respond within the time required by PIPA and may charge fees only as permitted by PIPA (and we will generally notify you in advance if a fee applies).

7. Safeguards

We make reasonable security arrangements to protect personal information in our custody or under our control against risks such as unauthorized access, collection, use, disclosure, copying, modification,

disposal, or similar risks. Safeguards may include administrative, technical, and physical measures appropriate to the sensitivity of the information, such as access controls, encryption where appropriate, logging/monitoring, secure development practices, and staff training.

8. Retention and Destruction

We retain personal information only as long as necessary to fulfill the purposes identified in this Privacy Policy, to provide the Platform, and as required or permitted by law. We may also retain information to establish, manage, or defend legal claims, enforce our agreements, resolve disputes, and maintain business records. When personal information is no longer required, we will destroy, erase, or anonymize it in a manner appropriate to the sensitivity of the information.

Task-related photographs, in-app task messages, and exact task addresses are retained only as long as reasonably necessary for active task performance, support, dispute handling, fraud prevention, legal compliance, and enforcement of Platform policies. Where configured for MVP operations, task-related photographs, chat messages, and exact addresses will be deleted from active systems after the task is completed, subject to limited retention for payment disputes, chargebacks and legal claims (90 days), account history, security, and compliance (30 days). Basic transaction records, including task name, date, amount, status, and related account history, may be retained for longer periods as required (7 years) or permitted by law and for legitimate business purposes.

9. Accuracy and User Rights

We make reasonable efforts to ensure personal information we use or disclose is accurate and complete, considering the purposes for which it is used. You are responsible for keeping certain account information accurate and up to date through your account settings.

Subject to applicable law, you may request access to personal information we hold about you, ask us to correct inaccurate information, request deletion of your account and associated personal information where available, or withdraw consent to certain processing where permitted. Some information may need to be retained for legal, security, fraud prevention, dispute resolution, accounting, or legitimate business purposes. Requests may be submitted through Platform account settings where available or by contacting the Privacy Officer.

9.1 Account Deletion Request

You may request deletion or deactivation of your ERRUNDS account through the Platform account settings where available, or by contacting the Privacy Officer using the contact information in this Privacy Policy. After receiving a request, we may need to verify your identity and confirm that there are no unresolved tasks, payments, disputes, safety reviews, chargebacks, fraud investigations, or legal obligations connected to the account.

Where deletion is available, we will delete, erase, or anonymize personal information that is no longer required for the purposes described in this Privacy Policy. Some information may be retained where required or permitted by law, including for legal compliance, tax and accounting records, payment processing, fraud prevention, safety, dispute resolution, chargebacks, enforcement of Platform policies, or legitimate business recordkeeping. Deleting an account may remove access to Platform features, task history, messages, receipts, earnings records, and support records, except where such information is retained as described in Section 8.

10. Service Providers and Cross-Border Processing

Some service providers may process or store personal information outside British Columbia or Canada, including in the United States or other jurisdictions where they or their sub processors operate. These providers may support services such as cloud hosting, authentication, app infrastructure, analytics,

maps and location services, communications, payment processing, fraud prevention, and identity verification. When personal information is processed outside British Columbia, it may be subject to the laws of that jurisdiction and may be accessible to law enforcement, courts, or other authorities there. We take reasonable steps to require service providers to protect personal information through contractual, technical, and organizational safeguards appropriate to the sensitivity of the information.

11. Privacy Incidents / Breach Response

If we become aware of a privacy incident involving personal information, we will take reasonable steps to contain, investigate, and remediate it, and we will provide notices to affected individuals and/or regulators where required or where we determine it is appropriate in the circumstances.

12. Age Eligibility

The Platform is intended for users who are at least 19 years of age (or the legal age required in your place of residence). We do not knowingly collect personal information from individuals under 19 in British Columbia for Platform use. If you believe a minor has provided us with personal information, please contact the Privacy Officer.

13. Communications: Telephone Text, and In-App calls

The Platform may allow Customers and Runners to communicate through in-app voice calling only features for task-related purposes. These in-app calls may be powered by third-party communications infrastructure providers, such as LiveKit. When you use in-app calling, we collect mic permission and call metadata to connect the task parties. We and/or our service providers may process call-related technical data, such as call participants, call time, duration, device/network information, connection quality, and other metadata needed to connect, secure, operate, troubleshoot, and improve the calling feature. ERRUNDS does not permit users to record calls without the prior consent of all participants and compliance with applicable law. Unless expressly disclosed in the Platform or required for safety, support, legal, or dispute-resolution purposes, ERRUNDS does not record or store the content of in-app calls. In-app calls should be used only for task-related communications between Customers and Runners.

We may use your contact information to send service-related communications (for example, confirmations, reminders, security alerts, and support messages) by email, phone, SMS, or push notifications, consistent with your account settings and applicable law. Where we monitor or record telephone calls for quality control or training, we will provide notice and choices as described in the Terms of Service.

14. Updates to this Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will provide notice through the Platform and/or by email, and we will update the effective date above. Continued use of the Platform after the effective date of an updated Privacy Policy constitutes acceptance of the updated policy, except where applicable law requires additional steps.

15. Governing Law and Relationship to the Complete Agreement

This Privacy Policy is governed by the laws of the Province of British Columbia and applicable federal laws of Canada, except to the extent that applicable law requires otherwise or preserves non-waivable rights. If there is a conflict between this Privacy Policy and another part of the ERRUNDS complete user agreement, the provision that is more specific to the subject matter will apply, subject to applicable law and any order-of-precedence clause in the Terms of Service or related agreement.

ACKNOWLEDGEMENT

Without limiting the general Acknowledgement and Agreement to Be Bound below, the User expressly acknowledges, understands, and agrees that:

- (a) ERRUNDS is a technology platform and marketplace facilitator only, and does not provide, supervise, control, or perform any tasks or services;
- (b) Runners perform Tasks as independent contractors and are not employees, agents, partners, or representatives of ERRUNDS, Runner Technologies Inc., any Client, or any other User. Runner Technologies Inc. and ERRUNDS are not the employer, joint employer, or co-employer of any Runner or other User, and neither ERRUNDS nor any Client controls the manner or method by which a Runner performs a Task;
- (c) Participation in Tasks—whether as a Customer or as a Runner—involves inherent and foreseeable risks, including travel, in-person interactions, entering or providing access to property, handling property or materials, interactions with people or pets, and the potential for personal injury, death, property damage, theft, or loss. Each User accepts responsibility for that User's own acts, omissions, decisions, communications, property conditions, tools, methods, safety practices, and compliance with applicable law, to the fullest extent permitted by law and subject to the shared-responsibility terms of the applicable agreements;
- (d) Runners are responsible for their own task methods, safety practices, legal compliance, service delivery, decisions to accept, decline, stop, or complete tasks, and any tools, equipment, materials, or supplies they voluntarily bring or expressly agree through the Platform to provide. Customers are responsible for their own task requests, instructions, communications, payment obligations, property conditions, access arrangements, disclosure of known hazards, conduct toward Runners, and any tools, equipment, materials, supplies, access, or instructions necessary to perform the requested task unless otherwise expressly agreed through the Platform. Nothing in this Acknowledgement makes a User responsible for harm caused solely and directly by another User's gross negligence, willful misconduct, unlawful conduct, failure to provide reasonably safe access, materially inaccurate instructions, failure to provide necessary tools, equipment, materials, supplies, or instructions where required, or material breach of the applicable agreement;
- (e) Responsibility and liability for Task performance, conduct, and outcomes are allocated as expressly set out in this Agreement, the Terms of Service, the Runner Agreement, the Customer Agreement, and applicable Platform policies, including contractual limitations of liability, releases, waivers, disclaimers, indemnification obligations, shared-responsibility carveouts, and exceptions required by applicable law;
- (f) Nothing in this Acknowledgement limits, excludes, releases, or waives any non-waivable legal rights, remedies, protections, or responsibilities available or imposed under applicable law, including mandatory consumer protection rights; and
- (g) Unless expressly stated otherwise in writing by ERRUNDS, ERRUNDS does not provide insurance coverage for Tasks, Runners, and Customers.

ACKNOWLEDGEMENT AND AGREEMENT TO BE BOUND. By accessing, registering for, or using the ERRUNDS Platform, you hereby affirm that you have read, understood, and agree to be legally bound by the ERRUNDS Terms of Service and all policies incorporated by reference (including the Privacy Policy and the Fees, Payments & Cancellation Policy), as they may be updated from time to time in accordance with their terms. You acknowledge that ERRUNDS may still be responsible for its own conduct where liability cannot be limited or excluded under applicable law, including where a claim is based on ERRUNDS' own gross negligence, willful misconduct, unlawful conduct, material breach, privacy or data protection responsibility that cannot be waived, or other non-waivable legal responsibility. If you access or use the Platform as a Runner, you also agree to be legally bound by the

ERRUNDS Runner Agreement. If you access or use the Platform as a Customer, you also agree to be legally bound by the ERRUNDS Customer Agreement. You acknowledge and agree that your electronic acceptance (including clicking I agree, Accept, or similar, creating an account, requesting or accepting a task, or otherwise using the Platform) constitutes your electronic signature and forms a legally binding agreement between you and Runner Technologies Inc., with the same force and effect as if signed in writing. You waive any right to require a physical signature or delivery of a paper copy, to the extent permitted by applicable law.