

MyLogs

by Welvox Group

Terms of Service & Privacy Policy

Effective Date:	June 19, 2026	Version:	1.2
Last Updated:	June 21, 2026	Jurisdiction:	British Columbia, Canada
Operated by:	Welvox Group mylogs.welvox.ca	Support:	support@welvox.ca

By creating an account or using the MyLogs application, you agree to be bound by these Terms of Service and Privacy Policy. Please read them carefully before proceeding.

PART 1 — TERMS OF SERVICE

1. Acceptance of Terms

These Terms of Service ('Terms') constitute a legally binding agreement between you ('User', 'you', or 'your') and Welvox Group ('Company', 'we', 'us', or 'our'), the operator of MyLogs ('Application', 'App', 'Service'). By accessing or using MyLogs, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree, you must not use the Application. Continued use after any modifications constitutes acceptance of the revised Terms.

2. Description of Service

MyLogs is a web-based application designed to help Canadian rideshare and gig economy drivers organize their financial records. Features include:

- Mileage and trip logging for CRA record-keeping purposes
- Income and expense tracking
- Vehicle maintenance and garage record keeping
- Receipt photo storage and management
- Tax summary reports and PDF exports
- Secure cloud backup of your data
- Personal Log for tracking everyday expenses and income
- Smart bank statement import — upload a statement to automatically organize your transactions, saving you time on manual entry

Please Note: All calculations in MyLogs are provided as a convenience to help you organize your personal records. They are based on the information you enter and current CRA-published guidelines. MyLogs is a record-keeping tool, not a licensed tax advisor. We recommend reviewing your records with a qualified accountant before filing.

3. Account Registration & Verification

3.1 Account Creation

To use MyLogs, you must create an account with a valid email address, a secure password, and a verified mobile phone number.

3.2 Phone Verification

Phone verification helps us maintain a fair and secure experience for all users. Each phone number may only be linked to one MyLogs account. By verifying your number, you confirm it belongs to you and consent to receiving a one-time verification code. Your number will not be used for marketing.

3.3 Account Security

You are responsible for keeping your login credentials secure. Please notify us at support@welvox.ca immediately if you believe your account has been compromised.

3.4 Accurate Information

You agree to provide accurate information during registration. The accuracy of data you enter into the app is your responsibility.

4. Subscription Plans & Free Trial

4.1 Free Trial

New users receive a thirty (30) day free trial. The trial is available once per person, linked to a unique verified phone number and email address.

4.2 Pro Subscription

After the free trial, a Pro subscription is available at CA\$2.99/month or CA\$21.00/year. Pro subscribers enjoy:

- Unlimited trip and income logging
- Full cloud backup including receipt photos
- PDF report generation and cloud save
- Annual tax summary reports
- Smart bank statement import
- Priority customer support and data recovery

4.3 Fair Use

Creating multiple accounts to extend the free trial is a violation of these Terms and may result in account termination.

5. Payment & Billing

5.1 Payment Processing

Payments are handled securely by our payment processor. MyLogs never sees or stores your credit card or banking details.

5.2 Automatic Renewal

Subscriptions renew automatically each billing cycle. You may cancel at any time through the billing portal in the app.

5.3 Refund Policy

Because MyLogs provides a full 30-day free trial before any charge is applied, subscription fees are non-refundable once processed. Cancel before your renewal date to avoid future charges.

5.4 Price Changes

We may adjust pricing with 30 days advance notice. Continued use after a price change means you accept the new pricing.

6. Your Data

6.1 Cloud Storage

Your data is stored securely in the cloud, encrypted both in transit and at rest. We act as a custodian of the information you choose to store in the app.

6.2 Data Retention

We retain your data to support your record-keeping needs, including CRA's 6-year requirement for mileage and expense records, and to enable data recovery if needed.

6.3 Bank Statement Import

When you use the bank statement import feature, your file is securely transmitted to our AI processing system, which reads the transactions and returns them to your account. We want to be clear about how this works:

- Your statement is sent over an encrypted connection
- It is processed in real time to extract your transaction data
- The statement file itself is not saved by MyLogs or our processing partners
- Only the resulting transaction data (dates, amounts, descriptions) is saved to your MyLogs account, just like any entry you add manually
- We recommend removing any information from your statement that you do not need for transaction history before uploading

6.4 Deleting Your Data

You can delete records within the app at any time. For permanent deletion of all data including backups, contact support@welvox.ca.

6.5 Data Recovery

Active Pro subscribers who have accidentally deleted records may request recovery by emailing support@welvox.ca. We will make reasonable efforts to restore data within 5 business days, subject to backup availability.

6.6 PDF Reports

Pro subscribers may save generated PDF reports to their secure account. This is an optional, opt-in feature presented each time a report is generated.

7. Acceptable Use

To keep MyLogs a reliable and trustworthy experience for everyone, you agree not to:

- Use the app for any unlawful purpose
- Attempt to gain unauthorized access to the app or other users' data
- Create multiple accounts to extend the free trial
- Upload files that contain malware or harmful content

- Upload financial documents belonging to someone else without their consent
- Use any automated tools to scrape or access the app
- Resell or commercially exploit the app without written permission
- Submit false or misleading information

8. Intellectual Property

MyLogs, including its design, branding, and features, is the property of Welvox Group. You receive a limited personal license to use the app for your own record-keeping. Your data — your trips, logs, and photos — remains yours.

9. Disclaimer of Warranties

We work hard to keep MyLogs accurate and available, but the app is provided 'as is.' We cannot guarantee it will always be error-free, that AI-imported transactions will be perfectly accurate (please review them before saving), or that CRA will accept all calculations without independent review.

10. Limitation of Liability

To the extent permitted by law, Welvox Group is not liable for indirect or consequential damages arising from your use of MyLogs. Our total liability is limited to the amount you paid us in the 30 days before any claim.

11. Termination

We may suspend or terminate accounts that violate these Terms. Upon termination, access to the app ends immediately.

12. Governing Law

These Terms are governed by the laws of British Columbia, Canada. Any disputes are subject to the courts of British Columbia.

PART 2 — PRIVACY POLICY

Welvox Group is committed to your privacy. This policy explains how we handle your personal information in compliance with British Columbia's Personal Information Protection Act (PIPA) and Canada's PIPEDA.

13. Information We Collect

13.1 Information You Provide

- Email address — for your account and communications
- Phone number — for one-time verification only
- Name — optional, used for personalized reports
- Trip and driving data — dates, distances, income, platform
- Vehicle details — make, model, year, odometer
- Expense records — fuel, maintenance, other costs
- Receipt photos — for your own record-keeping

- Personal expense and income entries
- Bank statement files — used only for real-time transaction extraction; not stored

13.2 Automatically Collected

- Device and browser type
- General usage patterns within the app
- Account creation and login timestamps

13.3 Payment Information

We do not collect or store your payment details. All transactions are handled by our payment processor and we only receive confirmation of your subscription status.

14. How We Use Your Information

- To provide and improve the MyLogs service
- To verify your identity and keep your account secure
- To process subscription payments
- To generate your tax summaries and reports
- To extract and organize transactions from uploaded bank statements on your behalf
- To send annual tax reminder emails each January
- To respond to support and data recovery requests
- To send important service updates

We do not sell, rent, or share your personal information for advertising or marketing purposes.

15. Data Security

We take your security seriously:

- All data is encrypted in transit and at rest
- Bank statement files are processed over encrypted connections and are never stored on our systems
- Access to your data is restricted by security rules — only you can access your records
- Passwords are never stored in plain text
- Only authorized Welvox Group staff may access data for support purposes

16. Data Retention

We keep your data for as long as your account is active and as needed to support CRA's 6-year record-keeping requirement. To request complete deletion of your data, email support@welvox.ca with the subject 'Data Deletion Request'.

17. Your Rights

Under PIPA and PIPEDA, you have the right to:

- Access the personal information we hold about you

- Request corrections to inaccurate information
- Withdraw consent for data collection
- Request deletion of your data (subject to legal requirements)
- File a complaint with the Office of the Information and Privacy Commissioner of BC

Contact us at support@welvox.ca to exercise any of these rights.

18. Third-Party Services

To deliver MyLogs, we work with trusted service providers. Each operates under its own privacy policy:

Category	Purpose	What's Shared
Cloud Infrastructure	Secure data storage and authentication	Your account data and uploaded files
Payment Processing	Subscription billing	Payment details only (never seen by us)
Email Service	Account and reminder emails	Your email address
AI Processing	Bank statement transaction extraction	Statement file (processed in real time, not retained)

We carefully select partners who meet high standards for security and data protection.

19. Children's Privacy

MyLogs is designed for adults 18 and older. We do not knowingly collect information from minors. If we discover we have done so, we will delete it promptly.

20. Contact Us

Support Email	support@welvox.ca
Website	mylogs.welvox.ca
Business	Welvox Group — British Columbia, Canada
Response Time	Within 2–5 business days
Data Recovery	Email subject: Data Recovery Request
Data Deletion	Email subject: Data Deletion Request

By creating an account, you confirm that you have read, understood, and agree to these Terms of Service and Privacy Policy.