



PRIVACY POLICY

MAINFORTE Services professionnels individuels et familiaux values the protection of your privacy and your personal information.

This Privacy Policy is to inform you of our practices with respect to the collection, use, processing, disclosure, retention and destruction of your personal information.

As part of our professional activity, we collect, use and process information for the purpose of providing our services. Confidentiality and privacy are essential for us as well as respect for the professional secrecy to which we are subject. We adhere to the highest ethical standards when handling all information, especially personal information.

By communicating personal information to us (through our website, by email, in person or by telephone), you agree that it will be treated in accordance with what is indicated in this policy, and you authorize **MAINFORTE Services professionnels individuels et familiaux** and its service providers to process your personal information for the purposes set out below.

1. Which type of personal information do we collect?

We may collect and process different types of personal information in connection with the performance of our services and our activities, including:

- contact information, such as name, mailing address, email address and telephone number;
- billing and financial information and details of the services we have provided to you;
- usage information and details of your visits to our website, your interaction with our online content, or information collected through cookies;
- information provided by or on behalf of our clients which may, when relevant, include sensitive personal information;

- identification data and other background check data, such as a copy of a driver's license, proof of ownership or information on the source of funds, necessary to our services;
- any other personal information provided.

If you are a minor under the age of 14, please do not provide us with any personal information without the express consent of the holder of parental authority or a guardian.

2. How do we collect your personal information?

We collect your personal information in many different ways:

- Directly in the course of providing services to you;
- By digital means (telephone, email, fax, others);
- When you request information through our contact form on our website;

3. How do we use your personal information?

Your personal information will be used in accordance with the legislation applicable to the protection of personal information and in accordance with the consent you have given.

We may therefore use your personal information in the following circumstances and for the reasons indicated, in accordance with the framework defined above:

- To provide our services and to conduct our business generally, to administer and perform our services, including performing our obligations arising from any agreements entered into between our clients and us.
- To respond to inquiries from individuals who visit our website.
- For marketing and business development purposes – to provide details of new services, invitations to conferences and events when an individual has opted to receive such communications.
- To conform and to comply with legal, regulatory or risk management obligations.
- To collect our unpaid invoices and, if necessary, to use debt collection agencies or other legal means.

4. With whom do we share your personal information?

We may share personal information with certain third parties, including the following:

- third party service providers and/or partners who provide website, administrative support, maintenance and other services to us. These third parties may have access to or process personal information for us as part of the services they provide. We limit the information we provide to these third-party service providers to only that which is reasonably necessary for them to perform their functions, and the written contracts we have with these service providers require them to take reasonable and lawful steps to keep this information confidential;
- government, regulatory and/or law enforcement agencies when we are under a duty to disclose such information or if we believe in good faith that such disclosure is necessary to comply with applicable laws;
- our professional advisers, bankers and auditors;

5. How long do we retain your personal information?

We retain your personal information throughout the execution of the mandate and for the fulfillment of the purposes for which this personal information was communicated to us and for all authorized related purposes.

We will thus cease to use your personal information as soon as the purposes in question have been fulfilled.

Under regulatory provisions, we must keep our clients' records for **five (5)** years from the date of file closure, unless otherwise instructed by the client themselves.

6. Where do we store your personal information and international transfers?

Our processing of personal information only targets persons and entities established in Quebec. However, your personal information may be disclosed to service providers whose facilities are located elsewhere in Canada, all to fulfill the purposes of our data collection.

7. How do we protect your personal information?

We recognize that information security is an integral part of the confidentiality of personal information.

We implement the industry's best practices to ensure the protection of personal information in accordance with the applicable privacy legislation.

To this end, we maintain reasonable physical, technical and/or procedural safeguards to protect your personal information against any unauthorized consultation, use, modification, disclosure and/or destruction not in accordance with the legislation in force.

All members of **MAINFORTE Services professionnels individuels et familiaux** and third-party providers whose services we may retain and who process personal information on our behalf are also contractually bound to respect the confidentiality of personal information.

8. Which rights does an individual have in regards to their personal information?

In accordance with applicable privacy laws, an individual has the following rights:

- **access rights:** the right to be informed of the existence of processing of their personal information and the right to obtain communication of their personal information;
- **rectification rights:** the right to request the rectification of any incomplete, inaccurate or ambiguous personal information that we hold;
- **right to erasure:** the right to ask us to destroy personal information when the purposes for which the personal information was collected or used are fulfilled, all subject to our professional obligations and/or the requirements of the law;
- **right to withdraw consent:** the right to withdraw consent to the communication or use of personal information so collected;
- **information rights:** the right to be informed of a decision based exclusively on automated processing that uses personal information;
(N.B.: this right will not come into force until September 2023)
- **right to be informed:** the right to be informed in advance of the use of technology allowing the person to be identified, located or profiled and of the means offered to activate the functions allowing identify it, locate it or perform profiling;
(N.B.: this right will not come into force until September 2023)
- **portability rights:** the right to access computerized personal information in a structured and commonly used technological format;
(N.B.: this right will not come into force until September 2023)

To exercise any of these rights, please contact us in the “How to Contact Us” section below.

9. How to contact us?

If you have any questions regarding this Privacy Policy or the way we process your personal information, or to exercise your rights, please contact our Privacy Officer by email or by mail at the following coordinates:

MAINFORTE Services professionnels individuels et familiaux

Karine Joly et Marie-Noëlle Vincent

6, rue Saint-Michel

Vaudreuil-Dorion (Québec) Canada J7V 1E7

Main_forte@outlook.com

10. How do we update our present Privacy Policy?

We may change the content of our website and the way we use cookies without notice and, accordingly, this Privacy Policy may be modified at any time.

We thus invite you to consult both Policies on a regular basis in order to stay informed of the way in which we process personal information.

Last update: March 27th 2023