

Confidentiality Policy

Espace VERRE is dedicated in respecting your privacy. The Confidentiality Policy aims to inform you about Espace VERRE's commitment regarding the respect of your privacy and the protection of your personal information. Its main priority is to help you better understand Espace VERRE's practices relating to the collect, use, transmission and preservation of your personal information. The Policy specifically applies to personal information that Espace VERRE collects and retains about you, more specifically information that allows, directly or indirectly, to identify you.

1. What Type of Personal Information do We Collect?

"Personal Information" implies any information about a person that is identifiable. The personal information that we may collect includes, among other things:

- Identification information: first and family names, email and postal address, telephone number;
- Payment information: billing information and credit or debit card number;
- Answers to questions for the registration of an activity;
- Any other personal information that we did not request (such as any personal information that you voluntarily provided to us in an email)

2. Reasons that Your Personal Information is Collected

Espace VERRE may use your personal information for the following reasons:

- To manage a relationship with you and to benefit our customer service;
- To manage our organization and its activities;
- To respond to any questions, you sent via the website, by email or by telephone;
- To contact you for fundraising purposes;
- To facilitate and process your registration for specific classes, events and services;
- To communicate with you by email (newsletters and press releases)
- To issue receipts for tax purposes, when applicable;
- To follow up on communications with you;
- For any other purpose permitted or required by law.

3. When is Your Personal Information Collected?

We may collect your personal information when you use our services and provide it voluntarily. For example, we may ask you to provide personal information if you:

- Donate to Espace VERRE;

- Send a question or comment to Espace VERRE by email, telephone, fax or via our website;
- Communicate with an Espace VERRE representative by telephone or in person;
- Take part in an activity organized by Espace VERRE;
- You subscribe to our monthly newsletter;

Personal information posted, used or disclosed through a Facebook page or any other social networking website is not covered by this confidentiality policy.

4. Use, Disclosure and Retaining of Personal Information

In accordance to applicable laws, your personal information will not be used without your consent for purposes other than those for which it was collected. Occasionally, your collected personal information may be used for new emerging or additional incentives, if so, we will amend and update the present Confidentiality Policy, and acquire your consent through your continued usage of our services.

Your personal information will be retained for as long as necessary to fulfill the purpose for which it was collected and to respect our legal obligations.

We may also use and disclose your personal information to third parties in the following specific circumstances:

- With service providers who assist Espace VERRE with its activities and services, including customer services, monitoring, analyzing of activities, and the running and maintenance of the website;
- When required or mandated by law.

5. Destruction of Personal Information

Once the relevance of personal information has expired, Espace VERRE will destroy or anonymize it. Destruction or anonymization is conducted securely, with the best applicable procedures.

6. Data Processing in Other Countries

To provide services to you, we may use external service providers and other third parties to perform certain services on our behalf. These third parties may store, process and transmit personal information on servers that are located outside of Canada, in areas whose privacy protective laws may differ from those of Canada, which may include the United States of America. Consequently, personal information may be subjected to access requests by governments, courts or law

or the application of the laws in those authorities, in accordance with the laws of the said authorities.

In all reservation of the applicable laws in those other authorities, we will use all the reasonable efforts to assure that the adequate safeguards are in place when working with our third parties.

7. Website

Espace VERRE reserves the right to statically analyze the conduct and characteristics of users, as to assess the interest and use of the different sections of the website. This is to improve the design and navigation as well as collect information for marketing purposes. Only the aggregated data from these analyses, and never the individual data, will be used for this purpose.

"Cookies" are not attached to the Espace VERRE website. A "cookie" is a small block of data which is stored on the hard drive of a computer, and which contains information about the use of the website.

8. Personal Information Protection Measures

Espace VERRE is responsible for the protection of all the personal information it retains. Security measures are implemented to ensure the protection of all the personal information that is collected, used, communicated, stored and destroyed. All personal information is physically stored in locked filing cabinets and electronically filed on computers (including external disks and devices) that are protected with passwords, firewalls, encryption, intrusion detection and restricted access.

We also take reasonable steps to ensure that Espace VERRE's employees and volunteers understand the importance of maintaining the confidentiality of personal information and that unauthorized people must never have access to any of the personal information that we have collected or destroyed.

9. Request for Access and Rectification of Your Personal Information

You can contact Espace VERRE at any time for any question about the access concerning your personal information. You can verify the personal information that Espace VERRE has collected concerning you, ask us to update or rectify it. To do this, you can send your request to info@espaceverre.qc.ca or contact us at 514-933-6849.

10. Email Communications

Espace VERRE respects the Canadian Anti-Spam Legislation (CASL) and will not send any electronic communications that will contravene this law.

We will ensure that each of our emails will offer the necessary unsubscribe option and instructions, if you no longer wish to receive emails from Espace VERRE in the future. You can stop receiving them by clicking on the link provided in the email, by sending an email to info@espaceverre.qc.ca, or by calling us at 514-933-6849. If we do not have your consent to send any electronic messages, we will only communicate with you by the limited means permitted by CASL.

11. Modifications of the Confidentiality Policy

Espace VERRE can, from time to time and at its own discretion, modify its Confidentiality Policy without advising you. The collection, use and disclosure of your personal information by Espace VERRE is regulated by the present Confidentiality Policy. We will post the most recent version on our website, while always indicate the revision date on the Confidentiality Policy itself. We advise that you periodically check the Confidentiality Policy to ensure that you are aware of any updates or changes. Your continued use of our website, following any modifications, constitutes your consent to the provision of the newly revised Confidentiality Policy.

12. Your Consent to the Conditions of this Confidentiality Policy

When you use our services and provide us with your personal information, you knowingly consent that Espace VERRE can collect your personal information comprising the collection, use, disclosure and transfer of your personal information in accordance to the current Confidentiality Policy. If you do not agree with this Confidentiality Policy, please do not use the Services or provide any personal information. If you do not understand the nature, purpose and consequences of the collection, use and disclosure of your personal information to Espace VERRE, we ask you not to use the services, not to provide any personal information and to contact us by using the contact details specified below so that we can answer your questions or your concerns.

13. To Contact Us

We welcome your comments. If you have any questions, comments or concerns regarding this Confidentiality Policy, or if you wish to:

- Consult the personal information that you have provided to us to verify its accuracy, update it or delete it from our records;
- Request that we stop sending electronic communications or any other means of contacting you;
- Report any violations of the Confidentiality Policy.

You can contact us at info@espaceverre.qc.ca and we will respond to you as soon as possible.

14. Handling Complaints

To constantly improve the quality of our services, we at Espace VERRE attach a great importance to any complaints and comments from its clientele. To send a complaint relating to the protection of your personal information, we invite you to write to the following email address: direction@espaceverre.qc.ca.

15. Entry into Force and Revision

This Confidentiality Policy has entered into force as of February 5, 2024.