

Privacy policy COURRIER A-1

Introduction

Aware of the development of new communication tools, Courrier A-1 pays particular attention to protecting privacy of its customers, employees and other parties involved and we are committed to respecting the confidentiality of the personal information that we collect, in accordance with the laws of Quebec and Canada on the protection of privacy.

Consent

We are committed to obtaining consent from individuals before collecting, using or disclosing their personal information, except when permitted by law. Depending on the circumstances, the sensitivity of the data collected and the applicable provisions, consent may be explicit or tacit.

You can browse our website without providing us any personal information.

However, if you decide to provide us with your personal information, via the various forms on our website, we understand that you consent to the collection, use and disclosure of your personal information, in accordance with this policy.

If you provide us with personal information about another person (such as the recipient of a mailing), it is your responsibility to obtain their consent for the collection, use and disclosure of their personal information in accordance with this policy.

Collecting Personal Information

Types of personal information that may be collected

- Surname;
- First name;
- Mailing address;
- Email address;
- Telephone number;
- Fax number;
- Credit card number;
- Banking information;
- Contact details relating to the transport of your parcels;
- Other information necessary for the performance of our services.

Our website only uses cookies that are essential for its proper functioning. No personal information is used or stored within the Site's cookies, and they do not provide any means of identifying the user.

Forms and Collection Methods

Your personal information may be collected when you perform the following actions:

- Send a message via the site's contact form;
- Open an account;
- Send emails;
- Exchange with staff members;
- Contact by telephone;
- Send a message by fax;
- Apply for a job;
- Send written correspondence.

Use of Personal Information

We use or may use the information collected for the following purposes, unless we have obtained your consent for a different use:

- Deliveries and services;
- Contacts;
- Mailing lists;
- Staff management;
- Promotional offers;
- Statistics
- Website management.

Cameras and Security System

We use a security system that includes cameras which may take photos or videos of you when you visit our offices. These cameras may be located inside or outside our buildings.

The images and information thereby collected are used strictly for security and protection purposes. None of the images or video recordings are shared or used for identification purposes, except in the rare case of crime where we must therefore share them with the police.

How Long Personal Information is Kept

Personal information is stored securely in our computer systems or files for a period of up to one year, or for as long as is deemed necessary to fulfil the purposes for which it was collected and as permitted or required by law.

Disclosing and Sharing Information

Unless otherwise specified herein, we undertake not to disclose, rent, sell or share with third parties any personal information about our customers, employees, suppliers or other parties involved without obtaining their prior consent except in the following cases:

- If required by law;
- If your information is required for any legal proceedings;
- To prove or protect our legal rights;
- If requested by purchasers of this company, in the event that we sell our company and it is necessary to do so.

Service suppliers

We may disclose your personal information to third parties who provide services on our behalf such as:

- Private delivery services
- Payment service provider;
- IT or technology services

These service providers are bound by non-disclosure agreements and legal restrictions governing their use of information we share with them, and they are not permitted to use or disclose personal information for purposes other than the provision of services on our behalf or as is otherwise required by applicable law.

Security

We use physical, organizational, contractual and technological security measures to protect your personal information and other information from loss, theft, unauthorized access, disclosure, copying, use, modification or destruction.

The personal information that we collect is stored in a secure environment. Employees are required to respect the privacy of your data in accordance with their rights and level of access:

- On the computers of individuals with which you have interacted;
- On paper, permanently or temporarily, as the case may be;
- In our files;
- In our accounting system;
- In encrypted form on two separate servers in Canada for security and backup purposes.

We use the following methods to safeguard your personal information:

- SSL protocol;
- Access management – authorized and affected persons;
- Network monitoring software;
- Computer backup;
- Digital certificate;
- Username/password/two-factor authentication;
- Firewalls.

We use the latest technology to maintain a high level of confidentiality and protect the privacy of your information. However, since there is no mechanism that can offer complete security, there is always an element of risk.

Right to Oppose, Withdraw, Access and portability

We provide the right to oppose, withdraw and access your personal information as well as a right to data portability.

The right to oppose is understood as the possibility to refuse that your personal information be used for any of the purposes identified at the time of collection.

The right to withdraw is understood as the right to request that your personal information no longer appear, for example, on a mailing list.

We also recognize the right to access and correct data for those who wish to consult, modify, or delete their personal information.

The right to data portability is understood as the possibility of requesting the communication of your personal data in a structured technological format and commonly used when applicable.

To exercise these rights, contact the officer responsible for personal data at our company. You can find their contact details in the related section below.

Officer Responsible for Personal Data

The officer responsible for personal data is in charge of determining the purposes, collection methods, management, and protection of data when processing personal information.

The officer responsible for personal data at our company is **Catherine Collette**. You can get in touch with her using the following contact information:

- direction@courriera1.com
- 514 955-0333, # 201

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