

Law 25

Protection of personal information



Organisation

**Innoconcept Group & his
subsidiaries**
9404-5887 Québec Inc.
9429-0699 Québec Inc.

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1. Introduction

The InnoConcept Group and his subsidiaries care greatly about the protection of personal information of our customers, employees, and all those who interact with our company.

This privacy policy aims to explain how we collect, use, disclose, store, and protect personal information in accordance with the provisions of Law 25.

As a company, we are committed to respecting the privacy of our customers and maintaining the confidentiality of their personal information.



2. Collect of personal information

We only collect personal information that are necessary for the conduct of our business activities. When we collect personal information, we commit to do so in a legal, fair, and transparent manner. The types of personal information we collect may include, but are not limited to, names, addresses, email addresses, phone numbers, billing information, credit scores, date of birth, and social insurance numbers.

3. Use of personal information

The informations we collect may be used for the following purposes:

- Providing our services and answering our customer requests.
- Communicating with our customers regarding products, services, updates, and promotions.
- Improving our products and services.
- Conducting statistical analysis and market studies.
- Meeting our legal obligations.

4. Disclosure of personal information

We only disclose personal information to employees and third parties providing necessary services for our operations. These parties include, but are not limited to:

- Members of management.
- Client account managers.
- Project managers.
- Employees from the administration and accounting department.
- Customer service and technical support employees.
- Production employees assigned to client projects.
- Third parties providing auxiliary services.
- Payment gateway providers.
- Third-party software developers, integrators, and managers (CRM, ERP, etc.).

5. Storage of personal information

The retention period of personal information is at the discretion of the company. We store information in physical, digital, and cloud-based formats. These formats include, but are not limited to:

- Paper files.
- Production board.
- Calendars, schedules, notebooks, and memos.
- Portable hard drives and USB drives.
- Microsoft Exchange server.
- Local data servers.
- Computers, smartphones, and tablets.
- QuickBooks Desktop Pro.
- Google Drive, Microsoft OneDrive, and email accounts.
- Web hosting.

We archive or destroy this data at our discretion at the end of the business relationship unless the client explicitly requests the erasure of their information or if a maximum or minimum retention period is required by law.

6. Security of personal information

We take appropriate security measures to protect personal information against unauthorized access, disclosure, use, alteration, or destruction. We use technologies and security procedures to ensure the safety of personal information from unauthorized access, including the use of firewalls, security protocols. Regular scans, data encryption, access controls (physical and digital), and employee training on phishing are employed.

7. Access and correction of personal information

Our customers have the right to access their personal information and to correct and modify them if necessary. To exercise these rights, customers can contact us using the contact information for the responsible party provided at the end of this policy.

8. Modification of personal information

We reserve the right to modify this policy at any given time. Any changes will be posted on our website and will become effective upon publication. Users are advised to regularly check our policy for updates and to stay informed.

9. Contact information of the responsible party

For any questions, concerns, or requests related to the protection of personal information or this policy, please contact us at our headquarters:

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