



eftquebec@gmail.com

www.eftqc.com

Privacy Policy

Your privacy is very important to us. In compliance with the principles of the *Act Respecting the Protection of Personal Information in the Private sector* as well as the *Canadian Personal Information Protection and Electronic Documents Act*, we strive to be open and transparent about how we handle personal information obtained with your consent. As such, we are committed to collecting, using, and disclosing personal information responsibly and only for the purposes for which it was collected, as well as properly protecting it once in our possession.

Our privacy policy evolves as our business offerings change and as required by law. As such, we reserve the right to amend this policy at any time and to make such amendments effective immediately upon release. We encourage you to visit this page regularly to stay informed of our most recent version.

What does the term "personal information" refer to?

Personal information is any factual or subjective information that may render a person identifiable in a direct or indirect manner. For example, it includes information that relates to: *personal characteristics* (e.g., gender, age, income, home address or telephone number, ethnic origin, family status); *health* (e.g., medical history, health conditions, health services received by the individual); or, *activities or opinions* (e.g., values, beliefs, political aspirations, opinions expressed by an individual, current or past relationships). Information associated with a business (e.g., address and telephone number of an individual's business) does not fall under the definition of personal information and privacy legislation.

Collection of personal information

We collect, use, and disclose personal information to better serve and meet the needs of our clients. Personal information is collected only for purposes for which consent has been obtained and for the following goals: 1) to invoice clients for clinical activities in which they wish to participate or to collect outstanding invoices; 2) to send information about upcoming events (e.g., training or clinical activities) or information relevant to our

field of activity (e.g., newsletter distribution); and 3) to assess the needs of our clientele in order to develop more targeted and tailored activities.

On our website, we only collect personal information that is provided for a specific purpose (e.g., to register for an event, our mailing list, or to respond to an e-mail). Some browsing information is collected automatically, such as the IP address used to connect to the web, in order to inform us about the browser and operating system. In addition, the use of cookies is limited to facilitating navigation on the website and never for monitoring purposes.

Canada's Anti-Spam Legislation (CASL)

In order to comply with the Canadian Anti-Spam Act, we offer the optional choice of subscribing to our mailing list in order to receive our communications on our website, as well as on our registration forms. Consent is then validated by a confirmation email once members are added to the mailing list. At any time, it is possible to withdraw consent by unsubscribing from the mailing list using the corresponding option or by contacting us.

Protection of personal information

We recognize the importance of protecting the personal information in our possession. For this reason, the following safeguards have been established:

- Electronic information is stored in password protected files. Passwords are also used on computers to limit access.
- We encourage the use of the latest technology tools that include at least one method of protection (e.g., passwords, encryption, firewalls, security patches).
- When a transaction is made on our website or operating software, the data is stored in the database of our web hosting platform. This data is kept on a secure server protected by encryption.
- The personal information contained in our mailing list is stored on a secure and encrypted online platform whose servers are located in Canada.
- In cases in which personal information would be collected through paper support, the information would either be supervised, secured in a locked space and restricted from access, or securely destroyed after use.

Retention and destruction of personal information

We retain personal information for a period of time to ensure that we can respond to any questions you may have regarding the activities in which you have participated. In order to protect your privacy, we do not retain personal information longer than is necessary for the purposes to which you have consented. The maximum period prescribed by law

after which your personal information must be destroyed is seven (7) years. Paper documents containing personal information are destroyed by shredding while electronic information is deleted and, where we have the computer equipment, we ensure that the hard drive is physically destroyed.

Do you have any concerns?

At any time, if you would like more detailed information, would like to access or request a correction to the personal information in our records, have a question or concern about our privacy policies and practices, or would like to express a complaint about the way your privacy has been handled, please feel free to talk or write to us.

Dr. Véronique Franche, PhD CPsych, Privacy Officer
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If you have any general questions, you may contact the Commission d'accès à l'information du Québec:

Tel : 1 888 528-7741 | cai.communications@cai.gouv.qc.ca
<https://www.cai.gouv.qc.ca/english/>

Office of the Privacy Commissioner of Canada:

Tel: 613.947.1698 | 1.800.282.1376 | ATS: 613.922.9190 | Fax: 613.947.6850
<https://www.priv.gc.ca/fr/>