

Law 25

Protection of personal information



Organization

9173-7999 Quebec inc.
FASRS
Cardinal Logistique

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1. Introduction

Cardinal Logistique 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, social insurance numbers and account numbers.

3. Use of personal information

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

- Providing our services.
- Meeting our legal obligations.
- Processing payments (invoices, direct deposits and payroll).

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.
- Administration and accounting department employees.
- Third parties who provide us with auxiliary services.

We formally request these third parties to respect their confidentiality obligations.

5. Storage of personal information

We retain our customers' personal information for the duration of our business relationship with the customer.

We retain information on the following physical media:

- Paper files.
- Production board.
- Accounting software.

We retain information on the following local digital media:

- Portable hard drives and USB keys.
- Microsoft Exchange server.
- Local data servers.
- Desktop and laptops computers.

We store information on the following cloud media:

- Dropbox.
- Simply Accounting.
- Mailboxes.

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.

All physical media (paper, etc.) are shredded internally or externally by a specialized company. Computer media are simply erased, but not destroyed.

6. Security of personal information

We take appropriate security measures to protect personal information against unauthorized access, disclosure, use, modification or destruction. We use the following security technologies and procedures to protect our customers' personal information:

- Software firewall.
- Hardware firewall.
- Antivirus and regular scanning on all network computers.
- Encryption of data on our website.
- Encryption of data in our databases.
- Software access control to computer data.
- Physical access control to offices and server room.
- Employee training on phishing.

Our customers have the right to access their personal information in order to correct, amend or delete it if necessary. To exercise these rights, customers may contact us using the contact information provided at the end of this policy.

7. Policy changes

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 about updates.

8. 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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Responsible party

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