



# PRIVACY POLICY

## Preamble

The personal information (hereinafter the «information or PR») that you entrust to us is essential for our business relationship with you. We know they are valuable and we are committed to doing everything we can to protect them.

That is why we have adopted this policy, which describes our practices to protect your information and privacy. Our goal is to be transparent with you. This policy applies to the use and disclosure of any information collected, as well as how we collect such information, as part of your relationship with us. This policy applies as long as we hold your information, including after the end of our business relationship. Our Privacy Officer is responsible for these practices within our company. If you have any questions about this policy, you can write to them at [confidentialite@rthibert.com](mailto:confidentialite@rthibert.com).

## Privacy Officer (RPRP)

Martine Campeau, CHRP  
Vice-President, Human Resources  
315 Industrial Blvd  
Châteauguay, Quebec J6J 4Z2  
Tel. 450 698-4000



## CHAPTER I – APPLICATION AND INTERPRETATION

### 1. DEFINITIONS

For the purposes of this policy, the following expressions or terms have the meanings set out below:

**CAI:** means the Access to Information Commission established under the Access to Information Act;

**Management:** Designates the members of the management committee of the company Thibert;

**Employee:** means an executive or employee, full-time or part-time, permanent, seasonal or contract;

**Privacy Incident:** Refers to unauthorized access, use or disclosure by the Access to Personal Information Act, its loss or any other breach of protection of such information;

**Data subject:** Refers to any natural person for whom the Thibert company collects, holds, communicates to a third party, destroys or anonymizes one or more personal information;

**Personal Information (or PI):** Refers to any information about an individual physical and which makes it possible to identify it directly or indirectly, such as: the postal address, telephone number, email or bank account number, whether the data personal or professional of the individual;

**Sensitive Personal Information (or PI):** Refers to any personal information that raises a reasonable high level of expectation of privacy for any individual, including the potential harm to the individual in the event of a confidentiality incident, such as financial information, medical information, biometric data, number social insurance, driver's licence number or sexual orientation;

**Privacy Officer (or RPRP):** Refers to the person who, in accordance with the Access Act, performs this function to protect personal information held by Thibert.

### 2. OBJECTIFS

La Politique de confidentialité vise les objectifs suivants :

- Énoncer les orientations et les principes directeurs destinés à assurer efficacement la confidentialité de tout RP recueilli par tout moyen technologique ;
- Protéger la confidentialité de tout RP recueilli par Thibert tout au long de son cycle de vie ;
- Indiquer les moyens technologiques utilisés pour recueillir tout RP, les fins pour lesquelles celui-ci est recueilli et son traitement au sein de Thibert ;



- Assurer la confiance du public en Thibert, faire preuve de transparence concernant le traitement des RP et les mesures de PRP appliquées par Thibert et leur donner accès lorsque requis.

### **3. OBJECTIVES**

The Privacy Policy is intended to:

- Set out guidance and guiding principles to effectively ensure confidentiality of any PR collected through any technological means;
- Protect the confidentiality of any PR collected by Thibert throughout its life cycle;
- Indicate the technological means used to collect any PR, the purposes for which it is collected and its processing within Thibert;
- Ensure public confidence in Thibert, be transparent about the PR treatment and PRP measures applied by Thibert and provide access when required.

## **CHAPTER II — COLLECTION OF PERSONAL INFORMATION AND CONSENT**

### **4. CONFIDENTIALITY**

- a. Thibert keeps confidential any PR collected and makes it accessible only to employees who need it in the performance of their duties.
- b. Thibert specifies its confidentiality practice when obtaining any consent from the data subject to the collection of any PR.
- c. Thibert applies equivalent security measures, regardless of the sensitivity of the RP detained, to prevent breaches of their confidentiality and integrity, all subject to exceptions to the Access Act.

### **5. TYPES OF PERSONAL INFORMATION COLLECTED BY THE SERVICES**

Thibert determines, on a regular basis and at least annually, the type of PR collected, the purposes for which those the category of Thibert employees having access to these PR and the means by which they are collected and collated in accordance with the table in Appendix I of this Policy.

### **6. CONSENT TO THE COLLECTION OF PERSONAL INFORMATION**

- a. Thibert does not collect and retain any PR without the consent of the data subject, subject to the exceptions set out in the Access Act.
- b. It is understood that consent is given for specific purposes, for a period of time necessary to achieve the purposes for which it is requested, and must be:
  - a) Manifest: which means it is obvious and certain;
  - b) Free: meaning it must be free of constraints;
  - c) Enlightened: meaning it is taken with full knowledge of the facts.



- c. Except in circumstances permitted by the Access Act, Thibert does not transmit to a third party a PR concerning a data subject without the specific consent of that person to such transfer.
- d. Subject to the obligations of any law or regulation, a data subject may refuse to consent to the collection of personal information.
- e. In order to demonstrate a refusal to collect, use and hold PR about the individual, the individual must:
  - Following the listening of a telephone message indicating the recording of his conversation, by addressing the employee of Thibert answering the call, by informing him of his refusal audit recording and collection, the use and holding of personal information disclosed in the said conversation;
  - Upon receipt of a form from Thibert or any other document incorporating a request for consent to the collection of personal information, by stating his refusal by not signing the form and by notifying the employee of Thibert who sent him the form;
  - During any step made directly on the website of Thibert, in order to benefit from any service provided by the Thibert, following the indications in the place provided for the purpose of stating its refusal;
- f. A data subject may be denied access to various Thibert services when they do not consent to the collection and detention of any PR.
- g. Notwithstanding the foregoing, a Data Subject will be denied access to any of Thibert's services in the following circumstances:
  - The refusal by a candidate employed in the collection of any PR for the purpose of evaluating his application for any job offered by Thibert.
- h. Consent to the collection of any PR by means of a voice or visual recording shall include the right for Thibert to reproduce or broadcast any such recording, if justified according to the purposes for which it was collected. Each reproduction is subject to the same rules for the protection of personal information.

## **CHAPTER III – RIGHTS OF ACCESS AND RECTIFICATION**

### **7. ACCESS RIGHTS**

- a. Every person has the right to be informed of the existence of any PR concerning him and kept in a PR file, subject to the exceptions provided for in the Access Act;
- b. Except as provided in the Act respecting access, any person concerned has the right to receive information relating to any PR held by Thibert concerning him;
- c. Thibert provides access to the information relating to any PR of the person concerned, to the person concerned, by allowing the person to read it remotely or in the offices of Thibert during the usual opening hours, 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. Monday to Friday, and obtain a copy;
- d. Where the person concerned is disabled, Thibert shall take reasonable accommodation measures to enable him to exercise the right of access provided for in this Article 6;
- e. A Data Subject's access to any PR relating to the Data Subject is free of charge. However, a fee not exceeding the cost of the transcription, reproduction and transmission of the PR may be charged to that person. Thibert establishes the amount



and terms of payment of these fees in accordance with the requirements of the Regulation respecting the fees payable for the transcription, reproduction and transmission of documents and personal information, CQLR c A-2.1, r 3;

- f. When Thibert intends to charge a fee, it must inform the person concerned of the approximate amount that will be requested, before proceeding with the transcription, reproduction or transmission of the document.

## **8. RIGHT OF RECTIFICATION**

- a. Any data subject who receives confirmation of the existence in a file of any PR concerning him may, if it is inaccurate, incomplete or ambiguous, require that the file be corrected. The same applies if its collection, disclosure or retention is not authorized by the Access Act;
- b. When Thibert refuses in whole or in part to grant a request for rectification of a file, the data subject may require that this request be registered;
- c. Thibert, when granting a request for correction of a file containing any PR, shall issue to the applicant without charge, a copy of any PR modified or added, or, as the case may be, a certificate of withdrawal thereof.

## **9. RIGHT OF RECTIFICATION**

- a. Any data subject who receives confirmation of the existence in a file of any PR concerning him may, if it is inaccurate, incomplete or ambiguous, require that the file be corrected. The same applies if its collection, disclosure or retention is not authorized by the Access Act;
- b. When Thibert refuses in whole or in part to grant a request for rectification of a file, the data subject may require that this request be registered;
- c. Thibert, when granting a request for correction of a file containing any PR, shall issue to the applicant without charge, a copy of any PR modified or added, or, as the case may be, a certificate of withdrawal thereof.

## **10. ACCESS OR RECTIFICATION PROCEDURE**

- a. A request for communication or correction can only be considered if it is made in writing by a natural person justifying his identity as a data subject or as a representative, heir or successor or as liquidator of the estate, or beneficiary of life insurance or death benefit of the latter, or holder of parental authority even if the minor child is deceased.
- b. Such request is addressed to Thibert's RPRP.
- c. The RPRP shall notify the applicant in writing of the date of receipt of the application.
- d. This notice of receipt indicates the time limits for responding to the request and the effect that the Access Act attaches to the failure of the person in charge to comply with them. That notice shall also inform the applicant of the review provided for in Division III of Chapter IV of the Access Act.
- e. The person in charge shall respond to a request for communication or correction promptly and not later than twenty days after the date of receipt.
- f. If the processing of the application within the period set out in this policy appears impossible to comply with without prejudice to the normal course of Thibert's activities, the RPRP may, before the expiry of this period, to extend it by a period not exceeding



ten days and to give notice thereof to the applicant, by any means of communication making it possible to contact the person concerned.

- g. The RPRP must provide reasons for any refusal to grant an application and indicate the provision of the Access Act upon which the refusal is based.
- h. The RPRP shall render its decision in writing and send a copy to the applicant. It shall be accompanied by the text of the provision on which the refusal is based, if any, and a notice informing the person of the application for review by the CAI under Division III of Chapter IV of the Access Act and the period within which it may be exercised.
- i. The RPRP ensures that the information that is the subject of the request is retained for the time required to allow the applicant to exhaust the remedies provided under the Access Act.

#### **11. RETENTION AND PROTECTION OF PERSONAL INFORMATION.**

- a. Thibert itself hosts and processes any PR collected in Quebec.

When Thibert, in certain circumstances entrusts the collection, holding or processing of any PR, by a service provider in Québec or outside Québec, it takes the best possible measures to ensure that the rights of data subjects provided for in this policy are respected by this supplier. The laws of jurisdictions outside Quebec may affect the rights of data subjects.

#### **12. TRANSFERS OF PERSONAL INFORMATION EXTERNALLY FROM THIBERT**

- a. Except for an authorization under the Access Act or a specific consent obtained for this purpose from the data subject, Thibert does not transfer any PR to a third party outside Thibert.
- b. Where any PR is transferred to a third party through technological means, the privacy policy of a third party organization, if any, will apply to such PR from now on.

#### **13. RIGHT OF ACCESS TO THIBERT'S DOCUMENT**

- a. The Access Act applies to any record held by Thibert, whether Thibert holds it or a third party.
- b. The Access Act also applies to any document in any form: written, graphic, audio, visual, computerized or otherwise.
- c. Any person who requests in writing, has the right to access Thibert's documents, except as provided by the provisions of the Access Act. The right of access concerns only documents whose communication does not require calculations or comparison of information or special preparation;
- d. A request for access to a document must, in order to be admissible, be sufficiently precise to enable it to be found.
- e. The FDR must respond to a request for access no later than 20 days from the date of receipt. If the processing of the request within the prescribed time seems impossible without impeding the normal course of Thibert's activities, the person in charge of access to information may extend the time limit by a maximum of 10 days. He must then inform the applicant, by any means of communication to reach the person concerned, within the first 20 days following receipt of the access request.
- f. The applicant may obtain a copy of the document by any means of communication enabling it to be attached, unless its reproduction interferes with its preservation or raises serious practical difficulties because of its form. The right of access to a document



may also be exercised by consultation on site during Thibert's usual working hours or remotely.

- g. Access is free. However, fees not exceeding the cost of the transcript, reproduction or transmission may be charged to the applicant in accordance with the Transcription Fees Regulations, the reproduction and transmission of documents and personal information (CQLR v. A-2.1, r. 3).
- h. If the applicant is disabled, Thibert shall, at the applicant's request, take reasonable accommodation measures to enable the applicant to exercise the right of access provided for in this section 8. For that purpose, Thibert takes into account the policy established under section 26.5 of the Act to ensure the exercise of the rights of persons with disabilities with a view to their academic, professional and social integration (CQLR v. E 20.1);
- i. The person in charge shall give reasons for any refusal to grant an application and indicate the provision of the Access Act on which the refusal is based.

#### **14. PRIVACY OFFICER**

- a. Any request for access to a document from Thibert to a document or file containing any PR must be addressed in writing to the person responsible for access to information and privacy at the following address:

Martine Campeau, CHRP  
Vice-President, Human Resources  
315 Industrial Blvd  
Châteauguay, Quebec J6J 4Z2  
Tel. 450 698-4000  
[condidentialité@rthibert.com](mailto:condidentialité@rthibert.com)

- b. Any person may raise a question regarding this Thibert Privacy Policy.

### **CHAPTER IV — ADMINISTRATIVE MEASURES**

#### **15. COMPLAINTS**

- a. has. Any person who feels aggrieved by the manner in which Thibert manages the protection of a PR may lodge a complaint in accordance with the provisions of the Administrative Policy regarding Thibert's Privacy Governance Rules.
- b. When his written request for access to a document from Thibert has been refused in whole or in part by the person in charge of access to information or in the event that the deadline for responding has expired, any applicant may ask the Commission d'accès à l'information to review that decision. The request for a review must be made in writing within 30 days of the date of the decision or the expiry of the period granted to the access officer. It may set out briefly the reasons why the decision should be reviewed.

#### **16. FINAL PROVISIONS**

- a. This Privacy Policy must be posted on the Thibert website in a dedicated section.
- b. This Privacy Policy and any changes to this Privacy Policy come into effect upon signature by Thibert's President.
- c. Any changes to this policy must be consulted on the RPRP and must be preceded by a 15-day notice of change published on Thibert's website. Dispositions finales



A handwritten signature in black ink, appearing to read 'Christian Thibert', written over a light-colored rectangular background.

---

Christian Thibert  
President

---

Date