

PL-103 Protection of personal information

1. Introduction

The purpose of this Policy is to protect Personal Information and to set out how Laserax collects, uses, discloses, retains and disposes of or otherwise manages Personal Information. It is also intended to inform any data subject about how Laserax handles their personal information. It also applies to the processing of Personal Information obtained by Laserax through technological means.

2. Application and definition

This policy applies to Laserax and all persons acting on its behalf, such as its officers, employees, consultants, volunteers or other service providers. It also applies to the Laserax website.

It applies to all categories of personal data processed by Laserax, whether it is data about its clients, current or potential clients, consultants, employees, members or any other person (such as Internet users who visit its websites or otherwise).

For the purposes of this document, personal information is defined as information relating to a natural person that enables that person to be identified, directly or indirectly. This may include, for example, a person's name, address, e-mail address, telephone number, gender or banking information, as well as information relating to health, ethnic origin, language, etc., which may be used to identify an individual.

3. Consent, collect and use

In the course of its business, Laserax may collect different types of information for different purposes. The types of information Laserax may collect, its use (or purpose) and the means by which the information is collected are set out below.

Laserax applies the following general principles to the collection, use and disclosure of Personal Information:

Consent :

Laserax collects personal information directly and with the consent of the individual concerned, unless otherwise permitted by law. Consent may be implied if the individual provides his or her Personal Information after having read this Policy for the purposes it indicates. This policy and its contents are made available to the person concerned at the time Personal Information is collected.

Collect :

Laserax only collects information that is relevant to its activities. In addition, it collects only the amount of information necessary to achieve its purpose.

Laserax informs you that its services are not intended for minors, and in general, Laserax does not deliberately collect personal data relating to minors.

The personal data collected may include, but is not limited to:

- Identity information (full name, date of birth, SIN, etc.)
- Address information
- Email address
- Telephone number
- Bank account

Possession and use :

Laserax ensures the relevance and accuracy of the information it holds when using it to make a decision about the person concerned.

Laserax may only use Personal Information for the purposes stated here or at the time of collection. If Laserax wishes to use it for any other purpose, it must seek new consent from the person concerned, which must be explicit if the information is sensitive.

Laserax shall ensure that access to Personal Information is restricted to those employees and individuals within its organization who have a right to access the information and for whom the information is relevant to their business activities.

Laserax may also obtain Personal Information through technological means such as Web forms or cookies embedded in a Web site managed by Laserax.

4. Retention and destruction of personal information

Laserax is committed to respecting the retention period for your personal information that it has established for each purpose for which it was collected, in accordance with the law. If the processing of your personal information is no longer justified by a legitimate business interest, we will erase or anonymise it, or if this is not feasible (for example, if your personal information is archived in backups), then we will keep your personal information secure and prevent it from being used until it can be erased.

5. Your Rights

To exercise his or her rights of access, rectification or withdrawal of consent, the person concerned must send a written request to Laserax's Privacy Officer at the e-mail address mentioned in the last section of this policy.

By law, individuals may ask Laserax for access to and correction of their Personal Information if it is inaccurate, incomplete or ambiguous. They may also request that any personal information about them that is held by Laserax be deleted.

Laserax's Privacy Officer is required to respond in writing to such requests within 30 days of receipt of the request. Any refusal must be explained and supported by the applicable legal provision. In such cases, the response must mention the remedies provided by law and the deadline for using them. The person responsible must accompany the applicant to explain the refusal if necessary.

Subject to applicable legal and contractual restrictions, the persons concerned may withdraw their consent to the communication or use of the information collected.

Laserax also allows them to find out what personal information it holds on them, how long it is kept and to have a copy of it.

6. Handling complaints

Any person who wishes to make a complaint regarding the application of this policy or, more generally, regarding the protection of his or her personal information by Laserax, must do so in writing to the Privacy Officer at the e-mail address indicated in the last section of this policy.

Laserax asks the complainant to provide his or her name, contact information, including a telephone number, as well as the subject of the complaint and the reasons for the complaint, in sufficient detail to allow the complaint to be examined. Laserax undertakes to respect the confidentiality of any complaint received and to provide a response within 30 days.

7. Data hosting

Your personal information is currently hosted in Québec (Canada), but some information may be hosted by service providers located outside Québec, such as in the United States. If personal information is hosted outside Quebec, such information is subject to other protection rules, as it is

subject to applicable local laws and may be communicated to the governments, courts or control or regulatory authorities of that country, in accordance with the provisions of those laws.

8. Data security

Laserax cares about protecting the Personal Information it processes, and takes appropriate security measures to do so. Despite our efforts, we cannot promise or guarantee that your information shared with Laserax will be completely secure or that your information on the Platform will not be exposed, revealed, altered or deleted as a result of a breach of any of our physical, administrative or technical measures.

As noted above with respect to restricting access to personal data, Laserax has adopted appropriate measures to limit the rights of use of its information systems so that only employees who need to know are granted access.

9. Updates to the privacy policy

This Policy is approved by Laserax's Privacy Officer. It may be amended from time to time to maintain compliance with the law and to reflect any changes in the process of collecting personal information.

10. Contact

If you have any questions or concerns about our privacy policy, or wish to exercise any of the rights set out in this policy, please contact our data protection officer using the following details:

Data protection officer
Frédéric Matthey
personaldata@laserax.com
1-844-471-0144
101-2811 avenue Watt,
Québec, Québec, Canada
G1X 4S8

11. HISTORIQUE

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