

## PRIVACY AND CONFIDENTIALITY POLICY OF PERSONAL INFORMATION

THE PISTAGNESI-DOYON WEB SITE PROTECTS THE PRIVACY OF THE PERSONAL INFORMATION YOU PROVIDE.

The protection of your personal information is of utmost importance to Pistagnesi-Doyon and security measures are taken to protect users against the loss or unauthorized use of their personal information.

Pistagnesi-Doyon uses Secure Socket Layer (SSL) technology, which makes the transmission of information completely secure.

In order to protect the confidentiality of personal information communicated to us, Pistagnesi-Doyon has adopted a "Policy on the protection of personal information", the application of which has been entrusted to a person who ensures that the provisions of this policy are strictly respected.

### YOUR RIGHT TO PRIVACY

Various legislative provisions enshrine and guarantee your right to privacy. This is a very important right, and Pistagnesi-Doyon has adopted the necessary measures to ensure that it is respected.

In the course of its activities, Pistagnesi-Doyon is called upon to hold a variety of information concerning both its policyholders and its employees, some of which is highly confidential.

As the custodian of your trust, and knowing how important your privacy is to you, Pistagnesi-Doyon has adopted a Privacy Policy.

The purpose of this policy is to ensure the protection of this information, and to ensure that its use respects not only your rights, but also the highest standards of ethics and integrity.

### WHO IS BOUND BY THIS POLICY?

Within Pistagnesi-Doyon, only certain employees have access, in the course of their work, to personal information communicated to us.

When reviewing, using or disclosing such information, such employees must at all times comply with the provisions of our Privacy Policy.

In the event that personal information is transferred to a third party for processing, Pistagnesi-Doyon ensures that it continues to benefit from all the protection required; these third parties are then bound by our aforementioned policy.

### WHAT IS PERSONAL INFORMATION?

First, any information that identifies you is clearly personal information. As such, your name, date of birth, address and telephone number are protected personal information.

This protection is not limited to this information, however, and also extends to other information communicated to us, such as your financial information or insurance certificate number.

## HOW IS PERSONAL INFORMATION PROTECTED?

We protect the personal information we receive by ensuring that only duly authorized persons have access to it.

We ensure that these people receive all the training they need to handle this information, and that they adhere fully to our policy on the protection of personal information.

Our responsibility in this respect also extends to the protection of our IT systems. Strict security measures have been put in place, including hardware and administrative safeguards, as well as constantly updated software.

In addition, these measures are subject to periodic internal checks and independent audits.

## WHY IS PERSONAL INFORMATION COLLECTED?

When you send us an insurance application, it necessarily contains a great deal of personal information, which we will use to decide whether or not to accept the coverage you have applied for.

In the course of our activities, personal information communicated to us may be used for a number of different purposes.

However, whatever use we intend to make of this information, and unless otherwise required by law, you will be adequately informed beforehand, and your consent will always be required.

Only the necessary information will be collected, and it will be kept only as long as necessary to fulfill the purposes you have specified.

## HOW TO OBTAIN A COPY OF OUR POLICY?

The right to privacy is an essential component of any free and democratic society.

Pistagnesi-Doyon fully subscribes to the principles underlying this right and, with this in mind, is proud to make its privacy policy available to the public.

Upon request, anyone may obtain a copy of this policy.

## CAN I REQUEST INFORMATION ABOUT MY PERSONAL INFORMATION?

Once we have verified your identity, we will be pleased to respond to your request for information about the personal information we hold about you and how we use it.

## HOW CAN I OBTAIN THIS INFORMATION?

– By sending a written and signed request to our head office;

or

– By consulting your file at our head office.

## CAN I REQUEST CORRECTION OF MY PERSONAL INFORMATION?

Because mistakes can happen, it is possible that some of the personal information we have about you may be incorrect.

Si vous êtes d'avis que tel est le cas, vous avez le droit de demander que ces renseignements erronés, détenus par Pistagnesi-Doyon à votre sujet, soient corrigés.

If you believe this to be the case, you have the right to request that the erroneous information held by Pistagnesi-Doyon about you be corrected.

To do so, a written, dated and signed request for correction must be sent to us, along with supporting documents, if required.

Your request for correction will be studied as quickly as possible, and you will be promptly informed of the measures taken following its processing.

## IF I'M NOT SATISFIED, CAN I FILE A COMPLAINT?

Pistagnesi-Doyon is committed to ensuring the quality of its customer relations, and has put in place effective mechanisms for handling complaints related to the management of personal information provided to us.

Therefore, if you wish to share your comments, concerns or, for any reason, dissatisfaction with the management of your personal information, you may submit a written complaint to us.

This written complaint should be sent to our head office and addressed to the person responsible for the protection of personal information, who will then contact you to inform you of the mechanisms that will govern the handling of your complaint.

## WHO CAN I CONTACT?

### **Maxime Dufresne**

Vice-President Operations

Privacy Officer

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