

Protection of personal information

Introduction

The société d'initiative touristique & économique du Lac Champlain (S.I.T.E.) considers the protection of the personal information of our customers, our employees and all those who interact with our company of utmost importance.

This privacy policy explains how we collect, use, disclose, store and protect personal information in accordance with the provisions of Bill 25.

As an organization, we are committed to respecting the privacy of our customers and maintaining the confidentiality of their personal information.

Collection of personal information

We only collect the personal information necessary to carrying out our legitimate business activities. When we collect personal information, we are committed to doing so in a legal, fair and transparent manner.

The types of personal information we may collect include, but are not limited to:

- Names, addresses, email addresses, telephone numbers.
- Invoice information.
- Credit rating.
- Social insurance number, etc.

Use of personal information

The personal information we collect may be used for the following purposes:

- Provide our services and respond to customer requests.
- Communicate with our customers regarding products, services, updates and promotions.
- Improve our products and services.
- Carry out statistical analyzes and market studies.
- Comply with our legal obligations.

Disclosure of personal information

The personal information we collect may be shared with the following parties:

- Members of management.
- Customer account managers.
- Project managers.
- Employees of the administration and accounting department.
- Customer service and technical support employees.
- Production employees assigned to customer projects.
- Third parties who provide auxiliary services to us.
- Payment gateway providers.
- Third-party software developers, integrators and managers (CRM, ERP, etc.).

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

Retention of Personal Information

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

We store personal information on the following physical media:

These supports include but are not limited to:

- Paper files.
- Production table.
- Paper calendars and diaries.
- Notebook.
- Memos.

We store personal information on the following local digital media:

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

- Smart phones and tablets.

We store personal information on the following cloud media:

- Dropbox.
- Google Drive.
- Microsoft OneDrive.
- Web hosting.
- Email boxes.

When it is no longer useful, we dispose of personal information as follows:

We archive or destroy this data at our discretion upon termination of the relationship unless the customer makes an explicit request to destroy the information concerning him or if a maximum or minimum retention period is required by law.

All physical media (paper, etc.) are shredded externally by a company specialized.

The computer media are simply erased but are not destroyed.

Security of personal information

We take appropriate security measures to protect personal information against unauthorized access, disclosure, use, modification or destruction.

We use security technologies and procedures to protect information personal data against unauthorized access, in particular:

- Software firewall.
- Hardware firewall.
- Antivirus and regular scan on all computers on the network.
- Data encryption on our website.
- Encryption of data in our databases.
- Control of software access to computer data.

- Control of physical access to offices and the server room.
- Employee training on phishing.

Hyperlink to third party site

It should be noted that Tourisme Venise en Québec can make available to users of its site Web hyperlinks to other sites.

These external sites are not under the control of this privacy policy and may or may not comply with Bill 25 therefore Tourisme Venise en Québec cannot be held responsible for their content.

Access and correction of personal information

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

Policy Changes

We reserve the right to modify this privacy policy at any time. Any changes will be posted on our website and will become effective upon publication. Users are advised to regularly review our policy to stay informed of updates.

Contact information

For any questions, concerns or requests related to the protection of personal information or this policy, please contact us at our head office:

The S.I.T.E. & Tourisme Venise-en-Québec

237 16th Avenue W

Venise-en-Québec, QC

J0J 2K0

Responsible person

Mr. Vincent Larivière

General manager

450-523-5401