

Privacy Policy for Papineau International, Nordique and Logikit

We are jointly committed to protecting the privacy of our employees and representatives and to ensuring the confidentiality of personal information entrusted to us in the course of our activities.

Our Privacy Policy describes our standards for collecting, using, disclosing and retaining your personal information. It also explains the ways in which we protect your personal information and your right to access it.

PERSONAL INFORMATION

Personal information is any information concerning an individual that allows him to be identified, such as information on his financial situation, his lifestyle or his health, as well as his professional contact information, i.e. his title, address, business phone number and email address are personal information.

Personal information must be protected regardless of the nature of its medium and whatever its form: written, graphic, audio, visual, computerized or other.

OBJECTIVES OF COLLECTING INFORMATION

Collecting personal information about you allows us to provide you with high quality services. The nature and sensitivity of the personal information we collect about you differs depending on the services we provide to you and the legal requirements with which we must comply (for example, certain information required for tax purposes).

The purposes for which we collect your personal information are determined before or at the time of collection. For example, information may be collected when you submit a complaint.

The collection of information is usually for the purpose of providing the services you have requested, confirming your identity, protecting you against fraud, or managing your relationship with us.

CONSENT

When we obtain information about you, we first seek your consent to collect, use or disclose your collected information for the purposes indicated. We will seek your consent for any other use, disclosure or collection of your personal information or when the purposes for which your information was collected change.

Generally, we will ask for your express written consent for the collection, use or disclosure of your personal information. In certain circumstances, we may ask for your verbal consent. At times, we may, based on your actions or inactions, assume that you have given us your implied consent.

Consent can be given by you or your authorized representatives, for example a legal guardian or an individual who has a power of attorney.

You can withdraw your consent at any time, subject to certain legal or contractual restrictions. We will inform you of the consequences of any withdrawal, including the possibility that a request cannot be fulfilled. If you choose to withdraw your consent, your decision will be recorded in our records.

In certain specific circumstances, we may collect, use or disclose personal information without your knowledge or your consent. Such circumstances are met when, for legal, medical or security reasons, it is impossible or unlikely to obtain your consent or when the information is necessary in order to carry out an investigation into a possible breach of contract, to prevent or to detect fraud or to apply the law.

LIMITS ON COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

We only collect the personal information we need from a third party authorized to share it. We cannot use your personal information for purposes other than those to which you have consented or disclose it to a third party without your consent.

However, we may collect, use or disclose it without your consent where permitted or required by law.

We limit the collection, use and disclosure of your personal information only to the purposes that we have indicated to you. Your personal information can only be viewed by certain authorized persons, and only in the context of the tasks assigned to them.

We will occasionally share your personal information with certain suppliers or agents in order to ensure the proper administration of our products or to provide you with the services you have requested from us. In certain circumstances, we may use service providers located outside of Canada, including the United States. We are responsible for ensuring that our service providers comply with applicable privacy laws and ensure that they offer a level of protection comparable to ours.

You have the right to know, upon request, to whom your personal information has been disclosed. It is only exceptionally and in accordance with the law that we will refuse to disclose this information. We closely track who your personal information has been disclosed to and the circumstances that led to its disclosure.

SHARING OF PERSONAL INFORMATION

With your consent, we may also share your personal information with member companies of TFI International in order to get to know you better, better meet your needs and provide the best possible service. If you do not wish to avail yourself of this opportunity, you may not consent to it.

We do not sell your personal information to third parties.

ACCURACY

We make every effort to ensure that your personal information is accurate and complete for the purposes for which it was collected, used or disclosed.

RETENTION OF INFORMATION

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected. We must destroy this information in accordance with the law and our records retention policy. When we destroy your personal information, we take the necessary steps to keep it confidential and ensure that no unauthorized person can access it during the destruction process.

ACCOUNTABILITY

We are responsible for personal information in our possession or custody, including information that we entrust to third parties for processing. We require these third parties to maintain this information under strict confidentiality and security standards.

We adhere to the principles set out by law and the rules we have put in place to protect your privacy. Our Privacy Officer oversees this Privacy Policy and related processes and procedures to be followed to protect this information. Our staff is informed and properly trained on our privacy policies and practices.

SECURITY MEASURES

We have implemented and continue to develop rigorous security measures so that your personal information remains strictly confidential and is protected against loss or theft and against any unauthorized access, communication, copying, use or modification.

These security measures include organizational measures such as the use of security clearances and the restriction of access to what is necessary; physical measures (eg office access cards for employees, visitor registration and identity cards, data backup and archiving using an external system, etc.); and technological measures such as the use of passwords and encryption (for example, changing passwords frequently and using firewalls).

REQUEST FOR ACCESS TO INFORMATION AND CHANGES

You have the right to know if we hold personal information about you and to consult this personal information. You also have the right to ask questions about how this information was collected and used and to whom it was disclosed.

We will provide you with such information within a reasonable time from the date of receipt of the written request. Reasonable fees may also be charged to process your request.

In certain specific circumstances, we may refuse to provide you with the requested information. Exceptions to your right of access include the fact that the information requested relates to other individuals, that information which cannot be disclosed for legal, security or copyright reasons, that the information was obtained as part of an investigation into a possible breach of contract or fraud, that the information can only be obtained at prohibitive costs or that the information is the subject of a dispute or is privileged.

When we hold medical information about you, we may refuse to communicate it to you directly and ask that it be transmitted to a health professional that you have designated to communicate it to you.

You can verify the accuracy and completeness of your personal information and, if necessary, request its modification. Any change request will be processed within a reasonable time.

Any request for access to personal information or modification of personal information can be sent to the address below:

Philippe Papineau
Privacy Officer

Papineau International

851 Boul. Roland Godard

St-Jerome (Quebec) J7Y 4C2

E-mail : ppapineau@papineauintl.com

COMPLAINTS AND QUESTIONS

Our employees and representatives can answer your questions and concerns regarding the protection of your personal information. If you are not satisfied with the answer, you can contact the Privacy Officer at the above address.

Any complaints regarding the protection of personal information should be directed to the Privacy Officer at the address listed above.

POLICY UPDATE

This policy must be reviewed every three years. It will also need to be updated when there are any substantial changes to legislation or regulatory requirements.