

Privacy and Personal Information Protection Policy

EFFECTIVE DATE: MARCH 27, 2023

1. Introduction	2
2. Collection of personal information	2
3. Information related to cookies	3
4. Information provided on social networks	5
5. Hosting of personal information	5
6. Length of time personal information is retained	5
7. Security	5
8. Unwanted messages	6
9. Privacy Officer	6
10. Right of objection and withdrawal	7
11. Additional rights under Regulation (EU) 2016/679	7
12. Link to other services	8
13. Conditions for modification of the Policy	8
14. Acceptance of the Policy	9
15. Legislation and Access to Information Commission	9
16. Signature	9

This Privacy and Personal Information Protection Policy describes the current policies and practices of Mandoline Hybride (“Mandoline Hybride,” “we,” “us”) concerning the collection, use, and retention of personal information that we collect directly from you through the Salon58, FURIES, Regards Hybrides, the Regards Hybrides Collection and L’Hybride - café & librairie projects or any Mandoline Hybride websites or any website operated by Mandoline Hybride (the “Website,” the “Websites”), collectively referred to as the “Services,” or from your use of the Services or the Website (the “Use”).

This Policy also applies, with adjustments as necessary, to any file compiled by Mandoline Hybride on any principal or supplier in the context of an employer-employee or customer-supplier relationship.

1. Introduction

Your privacy is important to us.

This Privacy and Personal Information Protection Policy describes Mandoline Hybride’s current policies and practices concerning collecting, using, and retaining personal information that we collect directly from you through our Services and your Use of them.

This Policy aims to meet the requirements of the Act respecting the protection of personal information in the private sector (CQLR, c. P-39.1) and other applicable laws and standards regarding the collection, retention, use, disclosure, protection, and access to personal information.

For this Policy, “personal information” means any information about an individual that directly or indirectly identifies the individual, such as a street address, email address, telephone number, and any medical or financial information.

2. Collection of personal information

When you use the Tools and depending on your use, we may collect, where applicable, the following personal information about you (“Personal Information”):

- Gender;
- Last name;
- First name;
- Street address;
- Zip code;
- Email address;
- Phone number;

- Payment information that you provide for the Use of the Services (including your payment card number, expiration date, and CVV code);
- Internet Protocol address (IP address);
- Unique identification number issued by a government authority.

The Personal Information we collect is received by our service providers or us through forms, interactivity between you and our Tools, and other means. As described in the following sections, we also use cookies and information provided on our social networks.

We collect, use, and disclose your Personal Information primarily through the following means:

- Subscription form for our Websites;
- Order and donation forms on our Websites;
- Google forms;
- Google Analytics;
- Facebook Tracking;
- The comments you leave on our social networks;
- Correspondence with us;
- Your subscription to our newsletters.

We use Personal Information collected in these ways for the following purposes, whether through our Tools or third-party services:

- To proceed with the reservation or purchase when you purchase subscriptions, tickets to shows and events, or products and services that we offer, and to inform you in this regard;
- To establish and confirm your identity;
- To respond to your requests for information, deliver products and services, maintain the quality of our customer service, and prevent fraud;
- To target your needs, interests, and preferences and to inform you of our programming, news, services, benefits, products, and goods that may be of interest to you;
- For statistical and marketing purposes;
- For the management of our Websites, social networks, and ticketing;
- For any other purpose authorized or required by law.

3. Information related to cookies

We use cookies to improve the performance of our Tools and your experience. Cookies are small files stored on your hard drive by the server on which the Tools are located or by third-party servers that allow a user of the Tools to be recognized and their content to be customized.

Cookies, which may also sometimes be referred to as HTML cookies, are used for navigation and to facilitate your access to and use of the Tools. They are necessary for the transmission of communications or to provide the services you have requested. In addition, using cookies allows for our Tools' safe and efficient use.

Specifically, we may use cookies to:

- Collect information during the duration of your visit to our Tools;
- Collect information to recognize your browser or device at each visit;
- Analyze your behaviour on our Tools so that we can continue to improve them.

We also use cookies that are retransmitted by a provider of analytics or statistics services to collect aggregate information about the number of users and how they use our Tools. These are also considered third-party cookies.

The analytics or statistics service may collect information through log data, such as:

- IP address
- The type of browser and device;
- The operating system;
- Information about the country;
- The date and time of the visit;
- The originating (referring) and exiting web page;
- The number of clicks.

We do not use this information to identify you but rather to understand our Tools' usage patterns and to improve our Services.

You may refuse to accept these cookies by configuring your browser. However, deleting cookies from your browser may remove the preferences you have set for our Tools, as well as those you have set for other websites operated by third parties.

For more information and assistance, you can also consult the specific help page of your Internet browser.

4. Information provided on social networks

We collect information transmitted by social networking sites or applications when a visitor interacts with profiles owned or controlled by us on these social networking platforms. These sites or applications are governed by their policies regarding your personal information, which may differ from ours and may also be applicable.

If you choose to interact with us through these social networks, you should first read the terms of service and privacy policies of these third-party service providers and the applications used to access them.

5. Hosting of personal information

For the duration of the use of the Tools, your personal information may be transferred, processed, and stored outside of Quebec utilizing the services offered to us by the following providers:

- Stripe;
- Square;
- MailerLite;
- MailerSend.

6. Length of time personal information is retained

We will retain in our systems all Personal Information collected for the duration of your use of our Tools, and we agree to destroy it at your request or upon the termination of your Use of the Tools.

7. Security

We ensure that the Personal Information we collect is kept in a secure environment. People working for us or on our behalf must keep your information confidential. To ensure the security of your Personal Information, we use the following measures:

- SSL protocol;
- SET Protocol;
- Access management—authorized person;
- Access management—person concerned;
- Computer backup;
- Firewall.

We are committed to maintaining a high level of confidentiality by incorporating best practices to ensure the confidentiality of your transactions. However, since no mechanism offers a maximum level of security, there is always some degree of risk involved in using the Internet to transmit Personal Information.

Our commitments to the protection of Personal Information meet the requirements of the following program(s):

- WebTrust: <http://webtrust.net>

8. Unwanted messages

We comply with applicable laws and regulations regarding unwanted emails (spam). If you no longer wish to receive electronic communications from us or feel that you have received inappropriate or unwanted communication, please follow the unsubscribe mechanism in our emails.

However, we may still contact our users regarding their orders, requests for information, or personal information, all in accordance with applicable laws.

9. Privacy Officer

The person responsible for protecting Personal Information ("Privacy Officer") is: Marie-Charlotte Castonguay-Harvey. She can be contacted by email at: protection@mandolinehybride.com

The Privacy Officer is responsible for determining the purposes and the means of processing Personal Information.

The Privacy Officer agrees to protect the Personal Information collected, not to transmit it to third parties without your being informed specifically or through this Policy, and to respect the purposes for which the information was collected.

In addition, the Privacy Officer agrees to notify you in the event of correction or deletion of Personal Information, unless this would entail excessive formalities, costs, or steps for us.

If the integrity, confidentiality, or security of your Personal Information is compromised, the Privacy Officer agrees to notify you by any commercially reasonable means.

10. Right of objection and withdrawal

We agree to offer you the right to object and to opt-out concerning your Personal Information.

The right to object is the ability of individuals to refuse to have their Personal Information used for specific purposes identified at the time of collection.

The right to opt-out is the ability of individuals to request that their Personal Information be removed from, for example, our records.

We also agree to recognize a right of access and correction or withdrawal to the persons concerned who wish to consult, modify, or even delete the information relating to them.

In this regard, please get in touch with us at protection@mandolinehybride.com

11. Additional rights under Regulation (EU) 2016/679

In accordance with European regulations concerning processing personal information, you also have the rights set forth below.

For the Privacy Officer to comply with your request, you must provide: your first and last name and email address, and if applicable, your account or personal space or subscriber number.

The person responsible for processing personal information must respond to you within a maximum of thirty (30) days.

a) Right to portability of personal information

You have the right to request the portability of your personal information held by us to another site by sending a written request to the Privacy Officer.

b) Right not to be subjected to a decision based exclusively on an automated process

Under the provisions of Regulation (EU) 2016/679, you have the right not to be subjected to a decision based exclusively on an automated process if the decision produces legal effects concerning you or significantly similarly affects you.

c) Right to refer to the competent authority

If the Privacy Officer decides not to respond to your request and you wish to challenge this decision, or if you believe that any of your rights listed above have

been infringed, you have the right to bring an action in any court of competent jurisdiction.

12. Link to other services

The Tools may contain hyperlinks to third-party websites (“Third Party Sites”) that may take you away from the Tools. We provide these hyperlinks to improve the user-friendliness of our Tools. However, third-Party Sites are not under our control. As such, we have no control over the privacy and confidentiality practices of Third Party Sites. Therefore, any personal information transmitted through Third Party Sites is subject to the privacy policy of those Third Party Sites. Consequently, it is your responsibility to read them carefully to protect information related to them.

Please also note that this Policy does not cover personal information collected by the device (or its manufacturer) from which you use the Tools.

13. Conditions for modification of the Policy

We reserve the right to modify this Policy to ensure compliance with applicable law. Therefore, you are invited to consult it regularly to be informed of its latest changes. However, in the event of a substantial change to this Policy, you will be notified through a newsletter.

14. Acceptance of the Policy

By using our Tools, you acknowledge that you have read and understand this Policy and agree to its terms, particularly concerning the collection and processing of your Personal Information and the use of cookies.

15. Legislation and Access to Information Commission

We are committed to respecting the legislative provisions outlined in the Act for protecting personal information in the private sector (CQLR. c. P-39.1).

If you are not satisfied with how we respond to your requests or questions about our collection, retention, use, or disclosure of your personal information, you may contact

the Commission d'accès à l'information, a public agency responsible for overseeing personal information practises in the private sector.

By phone: 1 888 528-7741

By fax: 418 529-3102 or 514 844-6170

By email: cai.communications@cai.gouv.qc.ca

By mail: Office 2.36

525, boul. René-Lévesque East

Quebec City, Quebec G1R 5S9

or

Office 18.200

500, boul. René-Lévesque West

Montreal, Quebec H2Z 1W7

Website: <http://www.cai.gouv.qc.ca/>

16. Signature



Marie Bernier, President of the Administrative Council