



Baie-D'Urfé

Privacy Policy

The Town of Baie-D'Urfé collects and holds personal information in the course of its activities. The Town is committed to protecting the confidentiality and security of your personal information.

This policy describes how we collect, use, and disclose your personal information. It also explains how you can request access to this information or have it corrected, if necessary.

When you provide personal information through our website or one of our applications after being informed of this policy, you consent to us using and disclosing it as described.

What is "personal information"?

"Personal information" is any information concerning a natural person that allow that person to be identified directly or indirectly, in accordance with the *Act respecting access to documents held by public bodies and the protection of personal information*, RLRQ c. A-2.1;

Collection of personal information

The Town collects only the personal information required to carry out its mission and activities. Before collecting personal information, we identify the purposes for which it is to be used.

Personal information is collected from the person concerned. This collection is carried out by any means deemed useful and efficient, in particular by using a questionnaire.

At the time of collection, and thereafter upon request, by reference to this policy, the Town informs the persons concerned of the purposes and methods of processing their personal information and of their rights with respect to such information.

Any consent required by the *Act respecting access to documents held by public bodies and the protection of personal information*, RLRQ c. A-2.1 is obtained in accordance with the Act.

What information do we collect and why?

We collect only the personal information we need to provide you with municipal services. The personal information we collect is gathered in a variety of ways, including in writing, verbally, or

online. This includes our computer systems, online forms and the interactivity between you and our website. We also use cookies or browser logs to collect information about you.

We may collect the following information:

1) Information about your identity :

- Last name, First name;
- Address and postal details;
- E-mail address;
- Telephone or fax number;
- Any other personal information required (date of birth, social insurance number, curriculum vitae, credit card number, etc.).

2) Website usage information :

- Cookies or browsing logs;
- Correspondence or online comments;

3) Documents related to online municipal services :

In connection with our various online municipal services, your personal information is collected through various computer systems and forms, namely :

- Online queries;
- Form to request access to information, make a claim or request other services;
- Registration form (e.g. day camp, emergency information system, online services, newsletter, etc.);
- Service form (e.g. taxation, water meters, etc.);
- Subscription and access form (e.g. library, etc.);
- Application form for licenses, certificates of authorization or permits;
- Application form for financial support;
- Job application form;
- Surveys, etc.

4) Why?

In connection with our various municipal services, we use the personal information collected for the following purposes:

- Information and services;
- Contacts and correspondence;
- Registration or subscription to services and competitions;
- Follow-up, management and response to requests, applications, registrations, subscriptions, licenses, certificates of authorization, permits, rentals, scholarships, financial support, jobs, etc.;
- Surveys and statistics;
- Website management, service improvements, personalized welcome, etc.

We may also need to use your personal information to :

- Meet our legal obligations;
- Prevent cyber threats and fraud;
- Respond to requests, warrants and orders from courts and other agencies;
- Protecting your rights and interests as well as our own;
- Cooperate in legal proceedings, investigations, etc.

To whom do we communicate your personal information?

Subject to the exceptions set out in the *Act respecting access to documents held by public bodies and the protection of personal information*, RLRQ c. A-2.1, the Town cannot communicate personal information without the consent of the person concerned. Such consent must be given expressly if sensitive personal information is involved.

If personal information is communicated by the Town to a co-contractor, the contract provides for any measures required to ensure compliance with this policy.

Where is your information stored?

We host and process your personal information in Quebec. In certain circumstances, it may be hosted outside Quebec, where we engage third-party service providers.

Our practices, however, regarding your personal information remain, at all times, governed by this policy and applicable Quebec privacy laws.

When does this policy not apply?

This policy does not apply to websites operated by third parties over whom we have no control. If you follow a link to a third-party site (for example, to register for an event), the privacy policy of that third-party site will apply. We are not responsible for their privacy policies, procedures or practices. We encourage you to review these policies before submitting any personal information to these websites.

How long do we keep your personal information?

We retain your personal information only as long as necessary for the purposes described in this policy, to comply with our legal obligations, to resolve disputes and to enter into agreements with suppliers, where applicable.

We take reasonable steps to delete obsolete or unnecessary personal information, for example, when you tell us that you no longer wish to use our services. You may request rectification or deletion of information at any time. Please see "What are your rights" below.

How do we protect your personal information?

Measures

We have put in place physical, administrative and technical safeguards to protect the confidentiality and security of the personal information we hold, including preventing unauthorized access.

Our servers are also managed by a specialized third party.

In the event of an incident involving personal information, we will develop a plan. It will provide that we will notify the authorities and individuals concerned when such an incident presents a risk of serious harm, and that we will put in place measures to limit the negative consequences.

Restricting access

Only authorized personnel who need to consult your personal information in the course of their duties have access to it. In addition, employee accounts and access to servers and applications are subject to up-to-date security standards.

Warning

No security measure, however, is absolute or fully guaranteed. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe that the security of any information you have provided to us has been compromised), please contact us immediately at the address listed in the "How to contact us" section below.

What are your rights?

Access, rectification and deletion

You may access the personal information we hold about you and, where appropriate, request corrections as permitted or required by law. You may also request the deletion of outdated or unjustified information, or make comments in writing.

To ensure, however, that the personal information we hold about you is accurate and up-to-date, please inform us of any changes without delay.

Withdrawing your consent

You may also withdraw your consent to the use and disclosure of your personal information. Certain services, however, require the use of your personal information. If you withdraw your consent, we may no longer be able to offer you these services. Some of the information we collect may not be retrievable by law (e.g. taxation, billing, offences, etc.).

To exercise your rights, please write to us at the address given in the "How to contact us" section below. Please note that we may ask you for identification to ensure that it is you.

To find out more about your rights under Quebec's privacy laws, visit the following link:
<https://www.cai.gouv.qc.ca/lois-et-reglements/>

How to contact us

If you have any questions or comments about this policy or the protection of your personal information, please contact the person in charge of the protection of personal information at :

Town Clerk
Town of Baie-D'Urfé
20 410 Lakeshore Road
Baie D'Urfé (Québec) H9X 1P7
greffe@baie-durfe.qc.ca

Our person in charge of the protection of personal information is responsible for responding to requests for access, or rectification of information, and any complaints you may have regarding our personal information practices.

Will we change this policy?

If we make material changes to this policy, for example, to comply with new legal requirements, we will publish a notice of change 15 days before the changes take effect. The new version of the policy, together with the notice of change, will be posted on the website, indicating the date of the last update.

This policy comes into effect on April 9, 2024, when it is adopted by the municipal council (resolution number 2024-04-54).