

Privacy Policy for Personal Information

Updated on June 17, 2024

Preamble

This privacy policy for personal information (hereinafter referred to as “this policy”) applies to the website of Lettre & Brown Inc as well as all confidential information collected by our firm, in accordance with the Act respecting the protection of personal information in the private sector, as well as any other applicable law or regulation.

In this policy, the terms “we,” “our,” and “us” refer to Lettre & Brown Inc, as well as its headquarters.

Through this policy, Lettre & Brown Inc aims to describe its practices regarding the processing of personal information, including its collection, use, disclosure, and retention, through our website or various means of communication (telephone, Internet, fax, or others).

Lettre & Brown Inc collects, uses, discloses, and retains various personal information, in accordance with the Civil Code of Quebec and the Act respecting the protection of personal information in the private sector, while prioritizing the confidentiality of said information.

Our Commitment

At Lettre & Brown Inc, our activities are based on a close relationship between notaries, support staff, and clients. Our firm offers legal, mediation, and arbitration services, while our clients entrust us with highly confidential personal information. It is crucial for us to maintain this trust and confirm our determination to preserve the security of personal information shared within the framework of our business relationship.

What is Personal Information?

Personal information refers to information about an individual that allows them to be identified, which is confidential, including but not limited to, date of birth, social insurance number, and driver’s license number. Except in cases of exceptions, they cannot be disclosed without the consent of the person concerned.

Lettre & Brown Inc’s Commitment to Confidentiality

Lettre & Brown Inc is committed to respecting privacy. In this regard, Lettre & Brown Inc takes all necessary measures to preserve the confidentiality of the personal information it holds. By consulting or using our website and communicating with us, you consent to your personal information being collected, used, disclosed, and retained in accordance with this policy.

Personal Information Collected

Lettre & Brown Inc collects personal information in various contexts, such as file management, service delivery, professional meetings, job applications, visits to its premises, information and appointment requests made by phone or email, as well as when using its website.

Personal information comes from the information you provide through forms and/or information requests from Lettre & Brown Inc, or from information collected through documents, whether in electronic or paper form.

Lettre & Brown Inc collects only the information necessary for its activities and implements protection measures upon receipt of this information. Additionally, it collects only relevant, appropriate, and limited information for the purposes for which it is processed.

More specifically, we collect only the information necessary to perform the tasks for which we are engaged in providing legal services. This information is regularly updated during meetings with our notaries or staff who provide the information to be updated, if applicable.

Personal information concerning specific individuals is confidential. Generally, it cannot be shared without the consent of the person in question. This information may include, among others:

- Name;
- Date of birth / date of death;
- Social insurance number;
- Home address;
- Phone and fax numbers;
- Email addresses;
- Family situation;
- Income / expenses;
- Financial statements;
- Name of the lawyer;
- Name of the bank advisor;
- Name of the financial advisor or accountant;
- Contact details of the banking institution;
- Medical data, medical and psychosocial evaluations;
- Tax returns and notices of assessment;
- Information on bank and investment accounts;
- Credit information.
- To create, obtain, and update files, our clients must sign a consent form that will then be added to their file.

Collection of Personal Information

Personal information is collected in the following ways:

- In paper form, in the offices of the firm or its subsidiaries;
- In digital form, stored on the firm's servers, located in our premises or at our infrastructure host;
- In digital form on the servers of the Para-Maître software used by our firm in the context of our professional activities related to the services you request;
- In digital form on the servers of the QuickBooks software used by our firm in the context of its financial operations, sales, and service purchases.

Purposes of Processing Personal Information

Personal information is collected to achieve clear, explicit, and legitimate objectives. Depending on the context, this information may be used for the following reasons:

- File processing;
- Follow-up with clients after service delivery, providing information that may be of interest to clients;
- Responding to satisfaction surveys and conducting statistical analyses to improve services and better understand clients;
- Processing job applications;
- Complying with legal or regulatory obligations.
- It is important to emphasize that any processing of personal information is carried out for a specific purpose.

Protection of Personal Information

Personal information is confidential, and only members of the Lettre & Brown Inc team and persons duly authorized by the firm can access it. This information may eventually be transmitted to control or inspection bodies in accordance with applicable legislation or regulation, as well as to authorized third parties.

As notaries and employees of Lettre & Brown Inc, we are authorized to access personal information, and it is crucial that we fully understand the importance of preserving and protecting the confidentiality of this information. Our training clearly instills the necessity of using this information only for the specific purposes intended. Moreover, upon their entry into service, employees who are not subject to professional secrecy must sign a confidentiality agreement.

Lettre & Brown Inc takes all necessary measures to protect and secure personal information, to preserve its confidentiality and prevent any alteration, destruction, or unauthorized disclosure to third parties. These measures are implemented for the period necessary for the purposes pursued in accordance with applicable legislation or regulation. However, there is no

completely secure transmission or storage of information. Therefore, an absolute guarantee of the security of transmitted or stored information cannot be provided.

Collection of Personal Information via Our Website

a) Automatic Collection

We may automatically receive certain information when you interact with our website, emails, social media, or any other online marketing tool. For example, we may know:

- The type of Internet browser or operating system you use;
- Your IP address;
- The pages you visit;
- The date and time you access these pages;
- The domain name of the website you just left.

Most of the information automatically transmitted between computers does not allow us to identify you.

b) Use of Cookies

If your browser settings allow, we may also store certain data on your computer in the form of “cookies” or other tracking technologies. Cookies are pieces of information stored on your computer that allow us to recognize it each time you visit our website. We may also use cookies to deliver content or store data (to avoid having to re-enter your password, for example). If you wish, you can disable cookies by changing your Internet browser settings. However, this setting may prevent you from fully using all or some of the features of our website.

These cookies do not collect personal information about you.

c) Information Provided by the User

When you interact with Lettre & Brown Inc, you may provide us with personal information, notably through an online form or by other means, such as:

- Your identity information (first name or last name);
- Your contact details (address, email, phone number, etc.);
- Your professional activity information (position, function, etc.) that we may use to respond to your request, manage your profile on our website, or process any other information requests, if applicable.

You may also provide us with your information for recruitment purposes when you apply for a position with our firm. In this case, we will only request the information necessary to process your application, such as your contact details and resume. We will then retain your information in accordance with the policies applicable to our employees. Only authorized persons within our firm have access to this information.

We do not collect personal or confidential information from individuals under the age of 14 without the express consent of a parent or guardian.

d) Social Media

Although we prefer to avoid this type of communication for IT security reasons, we may invite you to interact with us through websites, Facebook, plugins, and social networking applications operated by third parties. On these platforms, you may give us access to information related to your social media account. We may use this information to validate and personalize your profile on our website.

External Links

Links on our website may redirect you to other external sites. Please note that this policy only concerns personal information collected and used on our website or through it. We disclaim any responsibility for the content or activities of other websites accessible via the links we provide, as well as for the privacy practices of third parties.

We strongly recommend that you read the privacy policy of these third parties before providing them with personal information. However, we attach great importance to the integrity of our website and welcome your comments on the external sites linked to it.

Retention and Destruction of Personal Information

We retain your personal information only for the necessary time and in accordance with our legal obligations, after which it is destroyed or anonymized, but only for serious and legitimate purposes.

Where Do We Store Your Personal Information?

Your personal information may, depending on the case, be stored:

- In paper form, in the offices of the firm or its subsidiaries;
- In digital form, stored on the firm's computers and servers, located in our premises or at our infrastructure host;
- In digital form on the servers of the Para-Maître software used by our firm in the context of our professional activities related to the services you request;
- In digital form on the servers of the QuickBooks software used by our firm in the context of its financial operations, sales, and service purchases.

Options Regarding Personal Information Protection

Clients can receive a copy of this policy and our associated procedures at any time by accessing our page on our website at www.lettrebrown.ca.

By sending a written request to our firm located at 101 Boulevard Roland-Therrien, Suite 440, Longueuil, Quebec, J4H 4B9, or by emailing our personal information protection officer at

info@lettrebrown.ca, you can access your information. We commit to responding to your requests as quickly as possible, and no later than 30 days following the receipt of your request.

At any time, our clients can revoke their consent by contacting our personal information protection officer. However, it will be explained to them that failing to provide the necessary information may hinder our ability to perform the tasks for which our services are requested.

Modification of This Policy

We reserve the right to modify this policy at any time. We will inform you of changes by indicating the date of the last update at the beginning of this policy. You are responsible for visiting our website to check for changes.

We strongly recommend that you read this policy to understand how your information will be used. Any modification of this policy will apply to personal information collected before the effective date of the modified version, as well as to those collected on that date or thereafter.

Personal Information Protection Breach

If we believe that personal information has been improperly processed, we will review this policy and make the necessary changes. If necessary, the affected person(s) and our insurer will be notified.

If you wish to express concerns about our personal information protection procedures or report a violation of this policy, you can file a written complaint with our personal information protection officer. The latter will contact you to obtain all relevant details.

Then, our personal information protection officer will analyze the circumstances that led to the complaint and determine if adjustments need to be made to the current provisions of this policy.

Right of Access or Rectification

You have the right to access or rectify your personal information. If you wish to access your personal information or request to have it rectified, you can write to us at the following address, to the attention of the personal information protection officer: 101 Boulevard Roland-Therrien, Suite 440, Longueuil, Quebec, J4H 4B9, or info@notairelettre.ca.

Questions or Comments and Complaints

If you wish to share your questions or comments regarding this policy or its application, please write to us at the following address, to the attention of the personal information protection officer: 101 Boulevard Roland-Therrien, Suite 440, Longueuil, Quebec, J4H 4B9, or info@notairelettre.ca.

We commit to responding to you as soon as possible to inform you of the measures taken or planned in response to your questions or comments.

If you wish to file a complaint, you can contact the Commission d'accès à l'information du Québec by clicking on the following link: <https://www.cai.gouv.qc.ca/apropos/nous-joindre/>.

However, we invite you to first contact the personal information confidentiality protection officer of our firm.

Act Respecting the Protection of Personal Information in the Private Sector

The Act respecting the protection of personal information in the private sector applies to personal information that a business collects, holds, uses, or discloses to third parties, regardless of the medium or form in which the personal information is held.

Personal Information Confidentiality Officer:

Phone: (450) 332-0355

Email: info@lettrebrown.ca