



## PRIVACY POLICY

Services-conseils Fynlam Inc. has created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses the information gathering and dissemination practices for this website.

### Collection of personal information

We collect the following information:

- Name
- First name
- Email address
- Occupation (title)

The personal information is collected through forms and through the interactivity established between you and our website. As indicated in this privacy policy, we also use cookies and/or log files to gather information about you.

### What we can do with the information we collect

Services-conseils Fynlam Inc. uses the personal information collected for the following purposes:

1. Internal record keeping
2. Improvement of products and services
3. Promotional communication and any information which we think you will find interesting
4. Website improvement and customization

You can refuse to provide us with your personal information at any time. However, you may not be able to benefit from all the services that Services-conseils Fynlam Inc. has to offer you.

### Personal Information

When you sign up for a particular service that requires registration, we ask you to provide personal information. This information will not be used in a manner different than the purpose for which it was collected. Services-conseils Fynlam Inc. will obtain your consent should the information be required for a different purpose.

We collect and use certain information about you in a responsible manner. When we do so, we do so in accordance with the general data protection regulations in Canada and other data protection laws and, as the controller of such personal information, we act responsibly in accordance with the purposes set out in those laws.

We have appointed a data privacy officer who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact the Data Privacy Officer using the details below.

## Contact details

If you have any questions about this privacy policy, you can contact our Data Privacy Officer in the following ways:

- **Company Name:** Services-conseils Fynlam Inc.
- **Name of the Data Privacy Officer:** Claudine Fyfe
- **Email Address:** claudine.fyfe@fynlam.com
- **Address:** 96 rue des Cèpes, Bromont, (Qc) J2L 0H8

## Log files and cookies

We collect certain information through log files and cookies. This mainly concerns the following information:

- IP Address
- Operating system
- Pages visited and queries
- Time and day of connection

## How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Only when you agree, the file is added, and the cookie helps analyze web traffic or lets you know when you visit a particular site.

Cookies allow web applications to respond to you as an individual. The web application may, because of cookies, tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify the pages used. This helps us analyze data about web page traffic and improve our website in order to tailor it to our customers' needs. The information is only used for statistical purposes.

Overall, cookies help us provide a better website and browsing experience by enabling us to monitor which pages are useful to you and which are not. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us.

Cookies can be accepted or refused.

Please note, however, that refusing access to cookies may prevent you from taking full advantage of the website.

## Security

The personal information we collect is kept in a secure environment. People working for us are required to respect the confidentiality of your information.

To ensure the security of your personal information, we use the following measures:

- SSL (Secure Sockets Layer) protocol
- Access management – authorized person
- Network monitoring software
- Computer backup
- Login password
- Firewalls

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your transactions.

### **Right of opposition and withdrawal**

We are committed to offering you the right to oppose and withdraw your personal information.

The right of withdrawal is the possibility offered to Internet users to request that their personal information no longer appear, for example, in a mailing list.

To be able to exercise these rights, you can contact our Personal Data Protection Officer, using one of the following methods:

- **Company Name:** Services-conseils Fynlam Inc.
- **Name of the responsible:** Claudine Fyfe
- **Email Address:** [claudine.fyfe@fynlam.com](mailto:claudine.fyfe@fynlam.com)
- **Address:** 96 rue des Cèpes, Bromont (Qc) J2L 0H8

### **Privacy Policy Changes**

We reserve the right to modify this privacy policy. On the other hand, we will not reduce your rights under this policy without your prior consent.

### **To join us**

If you have any questions about this Privacy Policy, the practices of this site, or your interactions with this site, you may contact us by email at: [info@fynlam.com](mailto:info@fynlam.com)