

Personal Information Governance Policy

5EXperts Inc.

Effective Date : September 10, 2023

1. Introduction

5EXperts Inc. is committed to protecting the privacy of its clients, employees, and partners, and to ensuring responsible management of personal information in accordance with Quebec's Law 25. This policy outlines how we collect, use, disclose, retain, and protect personal information in the course of our operations.

This policy is made public and accessible at all times on our website.

2. Collection and Use of Personal Information

We collect personal information in a **fair, lawful, and transparent** manner, with the **informed consent** of individuals where required. This information is used solely for the purposes indicated at the time of collection.

Consent is obtained through clear means, such as a checkbox or explicit declaration when submitting a form or using our digital services.

3. Types of Personal Information Collected

Depending on the context, we may collect the following information:

- First and last name, mailing address, and email
- Phone number
- Job title and position within the company
- Any other relevant information related to our services (e.g., project details, communication history)

4. Collection Methods

Information may be collected through:

- Online forms on our website
- Telephone or email communications
- Professional meetings or events
- Technological tools (digital forms, emails, CRM software)

5. Purpose of Collection

Information is collected for the following purposes:

- To deliver our professional services
- To manage relationships with employees, clients, and partners
- To process requests and communicate with concerned individuals
- To comply with legal and regulatory obligations

6. Use of Cookies

Our website may use cookies to enhance the user experience, analyze traffic, and personalize content. You can configure your browser to refuse cookies or to notify you when cookies are being used.

7. Data Security

We implement strict technical and organizational measures to protect personal information against unauthorized access, loss, disclosure, or alteration. Access is limited to authorized individuals with a legitimate professional need.

8. Disclosure to Third Parties

We only share personal information with third parties when necessary (e.g., technology providers, partners), and under appropriate safeguards, including contractual agreements that ensure confidentiality and compliance.

9. Transfers Outside Quebec

If personal information is transferred outside Quebec, particularly to cloud service providers, we conduct a privacy risk assessment in accordance with the law and ensure that equivalent data protections are in place.

10. Data Retention

Information is retained only for the time necessary to achieve the purposes for which it was collected, unless a longer retention period is required or permitted by law.

11. Rights of Individuals

Any individual concerned may exercise the following rights, subject to legal exceptions:

- Access their personal information

- Request the correction of inaccurate data
- Request the deletion of their personal information
- Withdraw consent
- Ask any questions related to the processing of their data

12. Personal Information Protection Officer

For any questions, or to request access, correction, or withdrawal of consent, please contact our officer:

Pierre Bilodeau

Personal Information Protection Officer

pierre@5xperts.ca

13. Policy Review

This policy will be reviewed periodically to reflect changes in laws, practices, and technologies. Any significant updates will be communicated on our website.