



PRIVACY POLICY

Effective August 2023



TABLE OF CONTENT

1. Information You Provide	1
2. Collection of Information.....	1
2.1 Email	1
2.2 Automatic Information	2
2.3 Cookies.....	2
2.4 Information Collected by Third Parties.....	2
2.5 Service Providers and Subcontractors	2
2.6 Retention and Deletion of Your Information.....	3
2.7 Information Security.....	3
3. Consent.....	4
6. Accuracy.....	4
7. Accountability.....	4
8. Request for Access to Information and Correction.....	5



IT Cloud Solutions (9078-3184 Quebec Inc) («we»), We are committed to protecting the privacy of our customers, employees, and representatives («you») and ensuring the confidentiality of personal information entrusted to us as part of our activities.

Our personal information protection policy outlines our standards for collecting, using, disclosing, and retaining your personal information. Our policy also explains how we safeguard your personal information and your right to access it. Our policy is in compliance with Quebec's Bill 25.

1. Information You Provide

Personal information is defined as any information about an individual that allows for identification. When you register to use our services, or when someone authorized by you does so on your behalf, we ask for personal information. This personal information may include, but is not limited to, the company name, responsible person's name, phone number, encrypted credit card or billing information, email addresses, postal addresses, and tax numbers.

We do not consider the names of files and folders of users as personal information. Therefore, we recommend not including personal or confidential information in the names of your files or folders.

Identity theft and phishing are significant concerns for IT Cloud Solutions. We will never ask for your credit card information, password, or social security number through insecure email or phone communication.

2. Collection of Information

In order to provide you with quality services, we need to collect information about you. The nature and sensitivity of the information we collect depend on the services we provide to you and the legal requirements we must comply with. The purposes for which we collect information are typically to provide you with the products or services you have requested.

2.1 Email

As an account holder, you may need to send or share files with recipients identified by valid email addresses you provide. We transmit emails and other notifications to these recipients. These email addresses and notifications may be stored for your future use and as operational information related to user files.

When using client software, we may access your web-based registered contacts to allow you to select recipients to whom you would like to send or share a file.

2.2 Automatic Information

When using our services, we automatically receive information that we record regarding this usage. This may include information such as your computer or device's IP address, browser type, operating system version, language settings, pages of our site you visited, time spent on those pages, information searched on our website, date, and other statistics.

We do not request, access, or trace your device's location information. If we decide to do so in the future to enhance our services, we will explicitly seek your permission.

2.3 Cookies

Like many websites, we use cookies or similar means to gather information. These technologies allow us to personalize and enhance your experience on our website, save your preferences, and remember your username and password for your future visits to our site.

A cookie is a small data file that we transfer to your computer's hard drive for record-keeping purposes. You can adjust your browser settings to refuse cookies or to alert you before accepting cookies from websites you visit. However, if you decline cookies, you may not be able to use all sections of our website or all features of our other services.

2.4 Information Collected by Third Parties

Our services include features such as links to other websites, login via Facebook, the Facebook «Like» button, or other features hosted by third parties. These features may collect information about you and/or create a cookie to enable the feature to function properly.

Your interaction with these features is governed by the privacy policy of the companies providing them. Links and advertisements displayed on our site do not constitute endorsement, authorization, or affiliation with the concerned third party, nor an endorsement of their privacy or information security policies and practices.

2.5 Service Providers and Subcontractors

We may engage third-party companies and individuals to facilitate our services, provide services on our behalf, and offer services. The types of service providers we use include, but are not limited to, external hard drive delivery through courier service (data encrypted using our software along with a tracking number for traceability), credit card processing, debt recovery, marketing, webcasting, site maintenance, live

chat, and IT service provider (Authorized Partners). Our service providers have access to your personal information only for performing these tasks, and they are obligated not to disclose or use them for other purposes.

2.6 Retention and Deletion of Your Information

User files will be retained on our systems according to the preferences you set for each file, if any, or default settings as defined by the services and account type you use if no user preference has been set. Users can delete files from our servers via the website, mobile applications, or other client software they may have installed.

You can review, update, or correct your personal information in your profile by logging into your account on our site and modifying your preferences.

IT Cloud Solutions deletes your data 15 to 30 days after your cancellation. Personal information, client records, remain in the database but in an inactive status.

2.7 Information Security

IT Cloud Solutions takes the privacy and security of personal information very seriously. We employ standard industry administrative, physical, and electronic measures to protect the personal information submitted to us from unauthorized access. We encrypt the transmission of all personal information using Secure Sockets Layer (SSL) technology and retain this information only in secure, restricted-access data centers. These security measures include organizational measures such as restricted access to what is necessary; physical measures and technological measures such as password use and encryption (password changes, firewall usage, etc.).

However, no method of transmission over the Internet or electronic storage of data is 100% secure. Therefore, while we use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. To individualize and safeguard each customer's data, facilitate retrieval, and maintain confidentiality, a unique username and password are associated with you.

3. Consent

When we collect personal information about you, we obtain your consent to use it for the purposes for which it was collected. You can withdraw your consent at any time, subject to legal or contractual restrictions. We will inform you of the consequences of such withdrawal, including the possibility that we may not be able to provide you with a product or service. If you choose to withdraw your consent, we will record it in our records. In the event of death or cessation of the client's business, access must be granted by their official representative.

4. Limitation of Collection, Use, and Disclosure

We limit the collection of your personal information to what is necessary for the purposes explained to you. This means that we cannot use your personal information for any other purpose without your consent, except for measures provided by law. In some specific cases, obtaining consent may be impossible or inappropriate if you are seriously ill or incapacitated. Your personal information is only accessible to authorized individuals who need access for the performance of their duties.

5. Customer List

We do not sell our customer lists to third parties.

6. Accuracy

We make every effort to ensure that your personal information is as accurate and complete as required for the purposes for which it is collected, used, or disclosed.

7. Accountability

We adhere to the principles set forth by law and the rules we have established for the protection of your privacy. These rules are outlined in this personal information protection policy, as well as industry guidelines and other applicable laws. All employees have signed non-disclosure agreements.

8. Request for Access to Information and Correction

You have the right to know if we hold personal information about you and to access that information. You also have the right to request how we collected your personal information, how we used it, and to whom it may have been disclosed. This information will be provided to you within a reasonable time from the day we receive your written request. We may charge reasonable fees for processing your request.

In specific cases, we may refuse to provide the requested information. Exceptions to your right of access include situations where it would be extremely costly to provide the requested information, the information relates to other individuals, the information cannot be disclosed for legal, security, or commercial proprietary reasons, the information was obtained during an investigation into a possible breach of contract or to prevent or detect fraud, or the information is protected by lawyer-client privilege or litigation privilege.

You can verify the accuracy and completeness of your personal information and, if necessary, request its correction. We will respond to any request for correction within a reasonable time.

Any request for access to information or correction should be sent by email to the Chief Privacy Officer at privacy@itcloud.ca.

IT Cloud Solutions
2525, Baillargeon
Trois-Rivières (Quebec)
G8Z 2V4

IT Cloud Solutions reserves the right to modify this privacy policy at any time, without notice or obligation to you or any other individual. The collection, use, and disclosure of your information will be subject to the version of the privacy policy that is displayed and in effect.