

GENERAL PRIVACY POLICY (August 30, 2022)

We gather personal information from our patients and clients during our everyday pharmacy activities. Consequently, it is essential to pay particular attention to the protection of privacy. This is why we are committed to respecting the confidentiality of the personal information you provide us.

COLLECTING PERSONAL INFORMATION

In order to offer you pharmaceutical services in accordance with Quebec laws and regulations, some information about you must be collected by our pharmacists and personnel. The personal information that we gather is collected throughout our various interactions with you. Thus, by interacting with you, we accumulate the following information:

TYPE OF INFORMATION	WHAT WE COLLECT	WHO DOES THE COLLECTING	END USE OF COLLECTED INFORMATION	WHO USES THE INFORMATION	RECORDED BY	TRANSMITTED TO
Contact information	First name, Family name Home address Postal code Phone/Cell Email Employer's name	Technical team in pharmacy Pharmacist Website/Website form	Patient/Customer file setup Sale/Transaction Orders Delivery services Returns on purchases Customer service Customer relationship management Surveys, Complaints	Technical team in pharmacy Pharmacist Customer service	Electronic pharmacy record Electronic order management record	Third-party contractors (e.g. courier/delivery company, SMS/email transmission)
Customer demographics	Birth date/age Sex Member of the family to add to the record	Technical team in pharmacy Pharmacist Website/Website form	Patient/customer file setup Customer service Orders Customer relationship management Complaints User ID	Technical team in pharmacy Pharmacist	Electronic pharmacy record Electronic order management record	No one
Identification information	Birth date Health insurance number/card Driver's licence/number, if applicable Maiden name of user's mother	Technical team in pharmacy Pharmacist Website/Website form	To confirm the identity of a person subscribing to the pharmacy's services	Technical team in pharmacy Pharmacist	Electronic pharmacy record Electronic order management record	No one
Information linked to a request	Email Medication information for a price request Opinion about a price	Website/Website form	To send a medication price by email To correct request errors To adjust price grids	Technical team in pharmacy Pharmacist	Electronic order management record	No one
Medical	Medical information	Technical team	To ensure pharmaceutical	Technical team	Electronic pharmacy	No one

information	(pathologies, allergies, intolerances, contraindications, pharmaceutical notes on record, etc.) Prescribed medications/Prescriptions Medications served Request for pharmaceutical follow-up Request for pharmaceutical advice	in pharmacy Pharmacist Website/Website form	services Sale/Transaction Orders	in pharmacy Pharmacist	record Electronic order management record	
Purchase information	Medications requested Medications served Purchasing history Delivery address Preferred products/services Information on the receipt of a transaction at the pharmacy	Technical team in pharmacy Pharmacist Website/Website form	Sale/Transaction Orders Customer service Customer relationship management	Technical team in pharmacy Pharmacist	Electronic pharmacy record Electronic order management record	No one
Financial information	Payment card number Payment card expiry date Private or public prescription drug insurance card/number	Technical team in pharmacy Pharmacist	Sale/Transaction Orders Transmitted to insurances	Technical team in pharmacy Pharmacist	Electronic order management record Credit card terminal provider	Credit card terminal provider
Opinions/Interests	Customer satisfaction information Opinion about products and services	Technical team in pharmacy Pharmacist Website	Customer service Customer relationship management Complaints	Technical team in pharmacy Pharmacist Marketing team	Electronic order management record	No one
Marketing	First name, Family name Email	Website form (with explicit consent requested)	Newsletters Marketing	Marketing team (internal or external)	Email software provider	Email software provider External marketing team
Website browsing	IP address Operating system Pages visited and requests Hour and day of connection	Website	Improved service and personalized reception Conversion analysis Personalized consumer profile Order tracking Publicity, remarketing and retargeting Statistics	Marketing team (internal or external)	Google, Facebook, etc.	External marketing team

SHARING PERSONAL INFORMATION

In order to deliver your order, we must transmit your name and information to a courier or logistics company (e.g. Canada Post).

We also use web services from suppliers with which we have to interact in dealing with you. All were chosen with care according to the importance they give to data security and privacy.

Moreover, we have privacy protection agreements with our most important suppliers, when

applicable, to make sure that they meet the same standards as those we apply in our business.

If you do not want us to communicate your information to third parties, you can tell us at the time of collection or any moment thereafter, as mentioned in the following section.

HOW DID YOU OBTAIN MY CONSENT

When you give us personal information that enables us to conclude a transaction, place an order, make arrangements for a delivery or purchase return, we assume that you consent to us collecting the information and using it for the aforementioned purpose.

If we ask for personal information for a secondary purpose (e.g. marketing), we will ask you outright for your consent or we will give you the opportunity to say no. By refusing to participate (that is, by saying no) in the data collection process, you can tell us not to gather your information or share it with other businesses.

WITHDRAWAL AND OPPOSITION RIGHT

We are committed to giving you a withdrawal and opposition right regarding your personal information when applicable.

The right to oppose is the opportunity clients are given to refuse that their personal information be used for the purposes mentioned during the collection.

The right to withdraw is the opportunity clients are given to ask that their personal information not appear, for example, in a mailing list. To exercise these rights, you can reach us at the following addresses:

Postal address: 603-555 Chabanel Street West, Montreal, Quebec, H2N 2H8;

Email address: legal@picarddesjardins.com

ACCESS AND RECTIFICATION RIGHTS

We are committed to recognizing the right to access and rectification for those who want to consult, modify or delete information that concerns them.

In order to exercise these rights, you can reach us at the following addresses:

Postal address: 603-555 Chabanel Street West, Montreal, Quebec, H2N 2H8;

Email address: legal@picarddesjardins.com

SECURITY

The personal information that is collected is kept in a secure environment. Those who work for us must respect your information's confidentiality.

To ensure the security of your personal information, we (or our web service suppliers) apply the following measures:

- SSL (Secure Sockets Layer) protocol
- Access management – authorized person
- Access management – concerned person
- Computer backup
- ID / password
- Firewalls

We are committed to maintaining a high level of confidentiality by using technologies and procedures to protect the privacy of your information. However, since no mechanism provides perfect security, some risk is always present when communicating, storing or destroying personal information.

LEGISLATION

WE ARE COMMITTED TO RESPECT QUEBEC LEGISLATIVE PROVISIONS OF THE ACT RESPECTING THE PROTECTION OF PERSONAL INFORMATION IN THE PRIVATE SECTOR.

FOR MORE INFORMATION

Our personnel will be happy to answer your questions about personal information. If you want more information about our policies related to the protection, storing or destruction of personal information or if you want to know exactly what type of personal information we keep on you in our files or, even, if you make a complaint, please contact the following person:

Name: Benoît Picard, president

Postal address: 603-555 Chabanel Street West, Montreal, Quebec, H2N 2H8

Telephone: 1-888-903-7061

Email: legal@picarddesjardins.com

For more information, you can also contact the *Commission d'accès à l'information*:

Commission d'accès à l'information du Québec

Postal address: 575 Saint-Amable Street, Office 1.10, Quebec, Quebec, G1R 2G4

Telephone: 418-528-7741

Free of charge (in Quebec): 1-888-528-7741

Email: Cai.Communications@cai.gouv.qc.ca

Website: <http://www.cai.gouv.qc.ca/index-en.html>

For additional help, you can contact the Privacy Commissioner of Canada:

Privacy Commissioner of Canada

Postal address: 30 Victoria Street, Gatineau, Quebec, K1A 1H3

Free of charge: 1-800-282-1376

Telephone: 819-994-5444

Fax: 819-994-5424

ATS: 819-994-6591

Website: <http://www.priv.gc.ca>