

GENERAL PRIVACY POLICY

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:

- Name
- Address & postal code
- Telephone number
- Email address
- Date of birth/age
- Sex
- Payment card number & expiration date
- Previous purchases
- Preferred products and services
- Information on client satisfaction
- Opinions on products and services
- Medical information
- Driver's licence number for identification purposes (if necessary)

When you visit our website, we also collect the following information:

- information from your computer, mainly your IP address, the type of operating system and browser that you use, and where your computer is located;
- the pages of our website you look at and the links you click on;
- the other websites that you recently visited.

To this effect, we refer you to our [Website Privacy Policy](#).

PURPOSE OF COLLECTING INFORMATION

Here are the primary reasons we gather personal information about you:

- to build your patient file;
- to carry out the pharmaceutical analysis of your patient file (by the pharmacist);
- to place orders;
- to complete a sale or transaction;
- to provide customer services;
- to provide delivery services;
- to manage interactions with clients;
- to manage complaints;
- to manage returns;
- to improve marketing;
- to create surveys.

Please note that health information is exclusively used for pharmacy-patient interactions. Such information is not used for advertising purposes.

Here is the information that we use for each purpose mentioned above:

ORDERS

Name, address, postal code, telephone number, email address, date of birth/age, sex, previous purchases, preferred products and services, medical information, driver's licence number (if necessary).

SALES/TRANSACTIONS

Name, address, postal code, telephone number, email address, payment card number and expiration date, previous purchases, preferred products and services, medical information, driver's licence number for identification purposes (if necessary).

CUSTOMER SERVICES

Name, address, postal code, telephone number, email address, date of birth/age, sex, previous purchases, preferred products and services, information on client satisfaction, opinions on products and services.

DELIVERY SERVICES

Name, address, postal code, telephone number, email address.

MANAGEMENT OF INTERACTIONS WITH CLIENTS

Name, address, postal code, telephone number, email address, date of birth/age, sex, previous purchases, preferred products and services, information on client satisfaction, opinions on products and services.

COMPLAINTS

Name, address, postal code, telephone number, email address, date of birth/age, sex, information on client satisfaction, opinions on products and services.

PURCHASE RETURNS

Name, address, postal code, telephone number, email address.

MARKETING

Name, address, postal code, telephone number, email address, date of birth/age, sex, information on client satisfaction, opinions on products and services.

SURVEYS

Name, address, postal code, telephone number, email address, information on client satisfaction, opinions on products and services.

SHARING PERSONAL INFORMATION

In order to deliver your order, we must obtain your consent and transmit your name and address to a courier or logistics company (e.g.; Canada Posts).

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

Moreover, we have privacy protection agreements with our most important suppliers to guarantee that they meet the same standards than 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.

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: 1440-1981 McGill College Avenue, Montreal, Quebec, H3A 2Y1

Email address: legal@picarddesjardins.com

ACCESS AND RECTIFICATION RIGHTS

We are committed to recognizing the right to access and rectify 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: 1440-1981 McGill College Avenue, Montreal, Quebec, H3A 2Y1

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 (and 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 integrating the latest technological innovations that make it possible to ensure the confidentiality of your transactions. However, since no mechanism provides perfect security, some risk is always present when using Internet to transfer personal information.

LEGISLATION

We are committed to respect Quebec legislative provisions of the *Act respecting the protection of personal information in the private sector*.

WEBSITE PRIVACY POLICY

The present policy must be read in conjunction with the [Website Privacy Policy](#).

POUR DE PLUS AMPLES INFORMATIONS

Our personnel will be happy to answer your questions about personal information. If you want more information about our policies 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: Karl Desjardins

Postal address: 1440–1981 McGill College Avenue, Montreal, Quebec, H3A 2Y1

Telephone: 514-771-1673
Email: legal@picarddesjardins.com

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