



CONFIDENTIALITY POLICY

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1. OBJECTIVES OF THE POLICY

The Town of Montreal West is committed to protecting the confidentiality and security of your personal information.

This policy concerns you. It describes how we collect, use and communicate your personal information. It also explains how you can request access to this information or have it corrected, when necessary.

When you provide us with personal information via our website or one of our mobile applications after reading this policy, you consent to our use and disclosure of that information in the manner described.

2. IN SUMMATION

HOW:

When you browse our website, download one of our mobile applications or communicate with us, we are collecting certain information about you and that allow us to identify you.

WHAT:

We collect information that identifies you and information about your use of our services.

WHY:

To serve you better, answer your questions, process your requests and administer our website or applications.

WHO ELSE:

Some suppliers who help us process payments or communicate with you will have access to certain information, but we will ensure that they must comply with a privacy policy of their own.

WHERE:

We are located in Quebec, but some of our suppliers may have access to your information outside of Quebec.

OUR RIGHTS:

You have the right to request access to or rectification of this information by writing.

YOUR CONSENT:

You have the right to withdraw your consent at any time, but this may prevent us from continuing to serve you.

3. WHAT IS MEANT BY “PERSONAL INFORMATION”?

Personal information may, on its own or together with other information, make it possible to identify you, locate you or contact you.

4. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect your personal information, in particular when you:

- Complete an online request form, for example:
 - Subscribe to a newsletter;
 - Request access to information;
 - Complaints;
 - Cat and dog licences;
 - Tax payment;
 - Surveys.

- Calling on of the Towns service points

- Apply for a permit.

- Register for a recreational activity.

- Are in a process of recruiting or applying for a job.

5. WHICH INFORMATION ARE WE COLLECTING AND WHY?

We collect only the personal information we need to provide our municipal services. For example, we may collect the following information:

5.1 Information about your identity

WHICH?

- Last name, first name, address, telephone number, e-mail address, date of birth, health insurance number, emergency contact, signature, etc.

WHY?

To answer correctly to your questions, comments, suggestions and demands.

To improve services.

To provide personalised customer service.

To create your user accounts, authenticate you, ask security questions and manage your access, particularly when registering for leisure activity.

5.2 Information concerning your health :

WHICH?

- Health issues, allergies, family medical history, health insurance number and expiration date, list of medications.

WHY?

This information is required to ensure your health and safety in case of emergency, incident, or specific needs when registering for a sports or recreational activity or an eligibility-based support program.

5.3 Information concerning your children :

WHICH?

- Child's name and surname; health insurance number and expiration date; date of birth and age; parents' contact details; two emergency contact persons; medical history and medications; tetanus vaccination status; indication of any illness requiring special treatment; allergies; child's special needs.

WHY?

This information is necessary to ensure your child's health and safety in case of an emergency, incident, or specific need, particularly for enrollment in sports, recreational activities, or support programs subject to eligibility criteria.

5.4 Financial information :

WHICH?

- Banking data for tax payments, grant or financial aid applications.

WHY?

This information helps assess your needs and determine your eligibility for certain grant or support programs, including those provided by our Community Assistance Division.

5.5 Property information :

WHICH?

- A Address, plans, location certificate, photos (interior and exterior), estimated project costs, contractor's contact details.

WHY?

These details are necessary for reviewing permit and certificate applications or other property-related requests and for follow-up.

5.6 Employee or Job Applicant information

Which?

Why?

- Name and surname, residential or mailing address, email, resume, social insurance number, copies of diplomas and/or transcripts, identification documents, professional references, background checks, disciplinary notices, and banking information. This data is necessary for evaluating applications, contacting candidates, compensating those hired, and providing required documents for tax purposes, insurance coverage, and other employee benefits.

5.7 User Information

WHICH?

- Language of correspondence.
- Certain technical and device-related information about your use of our services (your device's unique identifier, information about your device, browser and operating system, and the date and time of your use of our site).
- The Town's website may use cookies or similar or equivalent technologies such as beacons or pixels.

WHY?

To improve the service and optimise the use experience.

To offer you a richer browsing experience, improve performance and generate audience statistic.

5.8 Information concerning browsing activity on our website

WHICH?

- IP address, cookies (log files), browser and operating system information.

WHY?

These details help us generate statistics, analyze visitor behavior on our website, determine popular pages, and identify traffic sources to enhance site performance. The data is aggregated and anonymized, preventing identification. If you refuse cookies, we will not be able to use your visits to generate statistics or make improvements.

5.9 In General

We may need to use your personal information to:

- Comply with our legal obligations;

- Prevent cyber threats and fraud;
- Respond to requests, warrants and orders from courts and other bodies;
- Protect your and our rights and interests;
- Cooperate with legal proceedings or investigations.

5.10 Legal basis for collection:

Information is collected only when necessary for the execution of a municipal service, compliance with a legal obligation, or with your explicit consent.

Some information is mandatory for accessing certain municipal services. Refusal to provide this information may prevent access to these services.

6. TO WHOM DO WE COMMUNICATE YOUR PERSONAL INFORMATION?

In certain circumstances, we use suppliers to help us serve you. Before disclosing your personal information to them, we take reasonable steps to ensure that they undertake to comply with this policy. Third parties may have access to the information for analysis of the consumer profile, for partnership or advertising purposes.

7. WHERE IS YOUR INFORMATION STORED?

We host and process your personal information in Quebec. In certain circumstances, they may be hosted outside Quebec, where we engage third-party service providers.

Your personal information may be disclosed in countries of residence, which may have different rules for the protection of personal information. It is subject to the laws of the country in which it is located and may be disclosed to the governments, courts or law enforcement or regulatory agencies of that country.

However, our practices regarding your personal information remain, at all times, governed by this policy and applicable Quebec privacy laws.

8. HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We will retain your personal information only as long as necessary for the purposes described in this policy, to comply with our legal obligations, to resolve disputes and to enter into agreements with our suppliers or partners, as applicable.

We delete personal information in accordance with the Town's retention schedule.

9. HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

9.1 Safeguards

We have implemented and will continue to implement physical, administrative and technical safeguards to protect the confidentiality and security of the personal information we hold, including preventing unauthorised access.

Our servers are also managed by a specialised third party

In the event of an incident involving personal information, we have a plan. It stipulates that we will notify the authorities and the concerned persons when such an incident presents a risk of serious harm and that we will put in place measures to limit the negative consequences.

9.2 Limiting access

Only authorised and qualified personnel who need to consult your personal information in the performance of their duties have access to it. In addition, employee accounts and access to servers are subject to strict authentication.

9.3 Warning

However, no security measure is absolute or fully guaranteed. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe that the security of any information you have provided to us has been compromised), please contact the Town using the contact information in the "Contact Us" section of the website, or contact the Person in charge of the protection of personal information using the contact information below.

10. WHEN DOES THIS POLICY NOT APPLY?

This policy does not apply to websites operated by third parties over whom we have no control. If you follow a link to a third party site (e.g. to register for an event), the privacy of that third party site will apply. We are not responsible for their privacy policies, procedures or practices. We invite you to read these policies before submitting personal information to these third party sites.

11. WHAT ARE YOUR RIGHTS REGARDING PERSONAL INFORMATION?

11.1 Access, deletion and rectification

You may access the personal information we hold about you and, where appropriate, request corrections as permitted or required by law. You may also request the deletion of outdated or unjustified information, or make comments in writing.

However, to ensure that the personal information we hold about you is accurate and up-to-date, please inform us of any changes immediately.

At your request, and unless it would be impractical to do so, we may provide you with computerised personal information in a structured, commonly used technological format.

11.2 Withdrawing your consent

You may also withdraw your consent to the use and disclosure of your personal information. However, we may no longer be able to offer you certain services.

To exercise your rights, please visit "<https://montreal-west.ca/en/our-town/contact-the-town-and-opening-hours/#write-to-us>" and fill out the form and select confidentiality from the drop down menu. We may ask you for proof of identity to ensure that is really you.

12. HOW TO CONTACT US?

If you have any questions or comments about this policy or the protection of your personal information, please contact our Person in charge of the protection of personal information by filling out the webform found at the following address "<https://montreal-west.ca/en/our-town/contact-the-town-and-opening-hours/#write-to-us>" and selecting confidentiality from the drop down menu.

Said person is responsible for responding to requests for access or rectification, information and any complaints you may have regarding our practices with respect to your personal information.

13. WILL WE UPDATE THIS POLICY?

If we make significant changes to this policy, for example, to comply with new legal requirements, the Town will publish a notice of change 15 days before the changes come into effect. The new version of the policy will be made available to you together with the notice of change on the Town's website, indicating the date of the last update.

14. HANDLING COMPLAINTS

A concerned person by personal information may avail himself or herself of the process for handling complaints relating to the protection of personal information set out in the Policy on the rules of governance with regard to personal information.

15. ENTRY INTO FORCE

This Policy comes into force on December 10, 2025.