

PRIVACY POLICY

PLEASE READ OUR PERSONAL INFORMATION COLLECTION AND PROTECTION POLICY CAREFULLY BEFORE USING OUR WEBSITE.

Ecce Terra arpenteurs-géomètres SENCRL (hereinafter “Ecce Terra”) pays special attention to the protection of your personal information on its website at www.ecceterra.com (the “Website”). This personal information protection policy (the “Policy”) is designed to comply with Canadian federal and provincial laws relating to the protection of personal information and aims to explain how we collect, use, and disclose your personal information. This policy does not apply to information regarding our employees.

1. Introduction

The use of our Website is subject to compliance with our [terms and conditions of use](#) and this Policy. If you access our Website or use it, you agree to be bound by the terms and conditions contained in these documents. If you do not agree to be bound by these terms and conditions, please do not access our Website nor use its functions.

2. Policy Changes

Ecce Terra reserves the right to modify the content of this Policy at any time. Any changes made will appear on our Website. The date of the last version of this Policy appears at the bottom of the last page of the Policy. We recommend that you print a copy of this Policy for your records and review this section of our Website periodically. By continuing to use our Website following a modification to the Policy, you confirm your acceptance to be bound by the modified terms and conditions.

3. Cookies

Your use of our Website allows Ecce Terra to automatically compile certain information about your user profile, which may include your computer’s Internet Protocol (or IP) address, your geolocation area, the operating system you are using, the identity of your Internet service provider, the date and time you accessed the present Website, the previous website you visited that provided you with a link to our Website, as well as the content viewed and downloaded on our Website.

To do this, our Website uses cookies, which are small data files that are recorded on your computer when you visit it. Ecce Terra and its service providers use this information to tailor our Website to your preferences and to compile statistics about the consultation and use of our Website in order to improve it.

If you wish, you can configure your browser to warn you when you receive cookies or to refuse them. Also, the cookie manager could offer you options to configure the use of cookies. You do not need to accept cookies to visit our Website. But if you refuse them wholly or partly, you may not be able to use certain features of our Website.

4. Consent

Ecce Terra recognizes that your consent to the collection, use, and communication of personal information about you must be clear, free, and informed. It must be given for specific purposes. Depending on the nature and sensitivity of the personal information, your consent may be explicit (such consent may be given verbally, in writing, or electronically) or implicit (for example, when you voluntarily provide us with personal information). If we collect sensitive information about you, we will obtain your express consent. Generally, Ecce Terra will seek your consent at the time of collecting the information or when you complete a form unless we are required or authorized to do otherwise under the law.

You may withdraw your consent at any time, subject to applicable legal restrictions and upon providing reasonable notice. Please note that if you choose to withdraw your consent to the collection, use, or disclosure of your personal information, Ecce Terra may not be able to provide you with certain products or services.

5. Collection of Your Personal Information

Ecce Terra only collects personal information about you that is necessary to establish, manage, and maintain our relationship with you and to complete the transactions you make on our Website. For example, without limitation, personal information may be collected when you make a bill payment, submit your application for employment, request our services, or participate in other online interactive activities on our Website. Personal information collected may include, among other things, identification information, such as your first and last name, your date of birth, your email address, your phone number, or your residential address.

Generally, Ecce Terra obtains the information directly from you. However, we may also collect personal information about you from external sources with or without your consent if the law allows it.

6. Use of Your Personal Information

The purposes for which Ecce Terra collects your personal information are determined before or at the time of collection. Ecce Terra may use the personal information about you for the following purposes:

- Establish and maintain our business relationship with you and provide you with efficient and personalized service;
- Understand and identify your needs and preferences to offer you personalized services;
- Complete the transactions you make on our Website;
- Allow credit card payments on our Website;
- Enable validation and analysis of your information when submitting applications on our Website or follow up with you on the matter;
- Process a service request;
- Improve our offer of services, including the use of the present Website;
- Communicate with you when you submit questions, comments, and suggestions;
- Provide you with information about our company as well as our services that may be of interest to you;
- Prevent errors and fraud;
- Comply with the requirements of the law.

Ecce Terra may also use your personal information to compile statistics. However, these statistics do not allow you to be identified and have been anonymized.

Your personal information will not be used for purposes other than those listed above, unless we have obtained your consent, or if the law requires or permits it.

7. Disclosure of Your Personal Information to Third Parties

Ecce Terra recognizes that, except in the cases and subject to the conditions described below or when authorized by law, the communication of your personal information to third parties requires your consent.

Access to your personal information within our company does not require your consent but is strictly limited to persons for whom this information is necessary for the performance of their duties and responsibilities.

Ecce Terra may share your personal information, without your consent, with its agents, service providers, or consultants who need this information as part of Ecce Terra's activities or to assist Ecce Terra in administering its services. These agents, service providers, and consultants will guarantee by contract that they will use your personal information only to provide specific services, that they will respect its confidentiality in accordance with this Policy, and that they will return it to Ecce Terra once the service has been provided, without retaining a copy.

Ecce Terra may also, without your consent, disclose your personal information when the law allows or requires it.

Each time Ecce Terra must disclose personal information about you, we will endeavour not to disclose more information than is required in the circumstances.

You have the right to know, upon request, to whom your personal information is communicated and the circumstances that led to their disclosure. You will find in section 11 of the Policy the contact details to make a request in this regard.

Please note that if a third party to whom we transmit personal information about you operates in a foreign jurisdiction, local legislation may allow third parties to have access to your personal information without your consent.

8. Data Protections

Ecce Terra has implemented a series of security measures to protect your personal information against loss or theft as well as against any unauthorized access, communication, reproduction, use, and modification.

These security measures include physical measures that are reasonable given the sensitivity of the information, its use, quantity, distribution, and medium.

Ecce Terra also takes the necessary measures to ensure that all its employees are informed about the content of the Policy and instructed on personal information protection practices. However, as no mechanism provides fail-safe security, a degree of risk is always present.

If a security incident related to personal information occurs, Ecce Terra will disclose, when required, to the *Commission d'accès à l'information* and to the individuals concerned by the occurrence of this incident and will adopt measures to reduce the impacts of this security incident on the individuals concerned. Ecce Terra will also

investigate the security incident and adopt methods to reduce the risk that a similar or same nature security incident occurs again. Ecce Terra keeps a record of all security incidents related to personal information.

9. Accuracy of Your Personal Information

Ecce Terra recognizes that it is important that personal information be accurate, complete, and up-to-date, and takes reasonable measures to ensure the accuracy and completeness of the information it uses or communicates. However, it is your responsibility to inform Ecce Terra of any significant change in your personal information that may occur during our business relationship.

10. Retention of Your Personal Information

Ecce Terra retains personal information about you only for the duration necessary to achieve the purpose for which they were collected, to comply with legal retention requirements, and for the duration necessary to protect its legitimate commercial interests.

11. Access and Rectification Requests

You can update your personal information at any time by logging into your account on our Website.

Ecce Terra has appointed Mr. Tony Fournier, President, as its data protection officer (the "Officer"). The Officer is responsible for compliance with the Policy and compliance with applicable laws on personal information protection.

All questions or concerns regarding the Policy or the collection, use, or disclosure of your personal information, including access or rectification requests, must be made in writing and addressed to the Officer at the following contact details:

Mr. Tony Fournier, President
Email: vieprivee@ecceterra.com
Phone: 1 877 650-2227

You have the right to request to view and access personal information held about you by Ecce Terra. You also have the right to obtain confirmation that we hold personal information about you. We will communicate your personal information, when collected electronically, in a structured and commonly used technological format. You can also request that your personal information be rectified if they are inaccurate, incomplete, or ambiguous, or if their collection, communication, or conservation is not authorized by law.

Ecce Terra will respond to any request for access or rectification within thirty (30) days from the date the written request is received. In the event of a refusal to provide or rectify the information, Ecce Terra will provide to the person concerned, the reasons for its refusal and the applicable law provisions that support its refusal, subject to the restrictions provided for in the law, and inform them of their remedies. If Ecce Terra refuses to rectify your personal information, we will allow you to insert in writing in your

file, comments regarding the personal information that was the subject of the refusal. Ecce Terra will also retain the personal information that has been the subject of an access request for as long as necessary to allow you to exhaust the remedies provided by law.

For more information on the protection of your personal information and your rights, you can contact the authorities responsible for enforcing the law:

- In Quebec: Commission d'accès à l'information du Québec <https://www.cai.gouv.qc.ca/english/>
- In Canada: Office of the Privacy Commissioner of Canada www.priv.gc.ca

In the event of any discrepancy between the different language versions of these terms and conditions of use, the French version shall prevail.

Policy updated on • 2024