

## **PRIVACY POLICY OF THE CLINIQUE AUDITIVE IOANNONI**

The Clinique Auditive Ioannoni Audioprothésistes Inc. (Hereinafter called Clinique Auditive Ioannoni) pays particular attention to the protection of privacy. The Clinique Auditive Ioannoni is seriously concerned about the privacy of your personal information and is committed to respecting the confidentiality of the information collected via its website.

The Clinique Auditive Ioannoni undertakes to respect, in accordance with applicable laws, its obligations regarding the collection and processing of personal and confidential information obtained while operating a business so that everyone can benefit from respect for their reputation and private life.

This personal information protection policy (hereinafter referred to as the “Policy”) describes the information that the Clinique Auditive Ioannoni may collect from you during its activities, the purpose for which the information is collected, the use of what we do with it and the circumstances in which this information may be transmitted to third parties. In addition, this Policy indicates the rights available to you regarding the collection, use and communication of your personal information. The Clinique Auditive Ioannoni undertakes not to collect, use or communicate your personal information other than in accordance with this Policy and the laws applicable in Canada and Quebec.

### **SCOPE OF THE POLICY**

When you browse the website, whether you are logged in to an account or not, you accept the terms and conditions of this Policy. If you continue to use the website after a new version of this Policy has been posted, you consent to the changes and will be bound. By providing us with your

information, you consent to it being collected and used in the manner set out in this Policy.

## COLLECTION OF PERSONAL INFORMATION

The Clinique Auditive Ioannoni may obtain personal information from you when you communicate with us by telephone, by email or via the appointment form on the website.

For more information on the protection of your personal information and your related rights, you can contact the Office of the Privacy Commissioner of Canada or the Commission for the Protection of Privacy of Quebec.

- Office of the Privacy Commissioner of Canada <https://www.priv.gc.ca/>
- Quebec Commission for Access to Information <https://cai.gouv.qc.ca>

## USE OF COOKIES

The Clinique Auditive Ioannoni website, <https://www.cliniqueaudiopro.ca>, uses cookies and other related technologies (for simplification, all these technologies are referred to as “cookies”). Cookies are also placed by third parties used to collect statistics.

### What is a cookie?

A cookie is a small cookie file sent by website pages and stored by your browser on the hard drive of your computer or other device. The information stored there may be sent back to our servers or to the servers of relevant third parties during a subsequent visit.

### What is a script?

A script is a piece of code used to make the website work correctly and interactively. This code is executed on our server or on your device.

### **What is a web beacon?**

A web beacon is a small piece of invisible text or image used to track traffic and store various data related to website usage.

### **Third parties**

The Clinique Auditiva loannoni uses the services of third parties who place cookies, in this case Google. The Clinique Auditiva loannoni cannot guarantee that these third parties manage your personal data in a reliable or secure manner. These parties should be considered independent data controllers. It is recommended that you read the privacy statements of these companies.

### **Statistical cookies**

The Clinique Auditiva loannoni uses statistical cookies to optimize the experience of Internet users on its website. With these statistical cookies, the Clinique Auditiva loannoni obtains observations on the use of its website.

### **Marketing/tracking cookies**

Marketing/tracking cookies are cookies, or any other form of local storage, used to display advertising or to track the user across the website or across websites for similar marketing purposes.

### **Cookies placed**

Functional

### **Consent**

When you visit the Clinique Auditiva loannoni website for the first time, a pop-up window with an explanation about cookies will be displayed. You have the right to refuse them and to oppose any other use of non-functional cookies.

You can also disable your browser's use of cookies, but please note that the website may no longer function properly.

### **Enable/disable and delete cookies**

You can use your internet browser to delete cookies automatically or manually. You can also specify that certain cookies should not be placed. Another option is to modify your browser settings so that you receive a message each time a cookie is placed. For more information about these options, please refer to the instructions in the Help section of your browser. Please note that the Clinique Auditive Ioannoni website may not work properly if all cookies are disabled. If you delete cookies in your browser, they will be placed again after your consent when you revisit the website.

## **YOUR RIGHTS REGARDING YOUR PERSONAL DATA**

You have the following rights regarding your personal data:

- You can send a request for access to the data concerning you processed by the Clinique Auditive Ioannoni;
- You can object to the processing of your personal data;
- You can request an overview, in a commonly used format, of the data processed about you;
- You can request correction or deletion of data if it is incorrect or no longer current;
- You have the right to withdraw your consent at any time, subject to contractual or legal restrictions and reasonable notice. You will be informed of the implications of such withdrawal;
- You have the right to object to our organization regarding any non-compliance with the Information Protection and Electronic Documents Act and, if the problem is not resolved, to the Office of the Privacy Commissioner from Canada.

To exercise these rights, please contact Clinique Auditiva Ioannoni using the contact details at the bottom of this policy. If you have a complaint about the way Clinique Auditiva Ioannoni processes your data, we would like to know about it.

## FORMS AND INTERACTIONS

Your personal information may be collected through the contact form on the Contact page.

The Clinique Auditiva Ioannoni may use your personal information to:

- Stay in touch with you, answer your questions, send you information and provide you with personalized service.
- Communicate with you by email and send you advertising material or additional information on the services of the Clinique Auditiva Ioannoni, promotions and news.

Your information is also collected through the interaction that may take place between you and our website, and may be used for the following purposes:

- Analyzes and statistics (Google Analytics)
- Customer contact (contact form, emails or newsletters)

## THIRD PARTY SERVICES

The Clinique Auditiva Ioannoni uses third-party services as part of the management of its website. Under no circumstances is Clinique Auditiva Ioannoni responsible for any damage that may arise from these third-party services. To find out the conditions of use of these services, we invite you to

consult their respective conditions of use and policies. Below is the list of third-party services used:

**Google Analytics** (Google Inc.) is a free web analytics service that uses collected data to track and analyze website usage.

## **DATA EXCHANGED AUTOMATICALLY**

The Clinique Auditiva loannoni collects certain information during exchanges between your computer and its server. This mainly concerns the following information:

- Your IP address (example: 123.456.789.012);
- Pages visited and requests made on the site;
- Date and time you access these pages.

Most of the information transmitted automatically does not allow us to know your identity. They are only collected due to technological requirements inherent to Internet browsing.

## **SHARING OF PERSONAL INFORMATION**

The Clinique Auditiva loannoni undertakes not to commercialize the personal information collected.

Unless otherwise stated in this statement, the personal information you provide will not be passed to third parties without your authorization. In the event that Clinique Auditiva loannoni participates in a merger, acquisition or any other form of sale of assets with another organization, the personal information we have collected would be part of the assets transferred to that other organization. The Clinique Auditiva loannoni undertakes to guarantee the confidentiality of personal data and to inform

you before it is transferred or subject to new confidentiality rules. If you object to your personal information being used by this other organization, you can ask the latter to delete it.

## SECURITY

Personal information collected by the Clinique Auditiva Ioannoni is kept in a secure environment. The Clinique Auditiva Ioannoni has adopted appropriate measures to preserve the confidentiality of personal information and protect it against loss or theft, as well as unauthorized access, communication, reproduction, use or modification, in taking into account, in particular, their sensitivity and the purposes for which they are used. In addition, Clinique Auditiva Ioannoni requires that each employee, agent or representative respect this Policy.

To ensure the security of your personal information, the Clinique Auditiva Ioannoni uses the following measures:

- SSL (Secure Sockets Layer) protocol
- Managing access to the content manager — authorized persons
- Daily computer backup
- Username/password for logged in users
- Encryptions of sensitive data (e.g. password)
- Server in the cloud

The Clinique Auditiva Ioannoni is therefore committed to maintaining a high degree of confidentiality to ensure the protection of your personal data and prevent it from being consulted, used or disclosed without authorization.

The Clinique Auditiva Ioannoni undertakes to inform you by email of any security breach leading to unauthorized access to your personal data as soon as possible.

## RESOURCE PERSON

You can exercise the rights provided for in this Policy or address any other question or complaint regarding the practices of Clinique Auditive Ioannoni regarding the protection of personal information by contacting the Clinique Auditive Ioannoni:

Name of resource person: Mrs Natacha Ioannoni

Mail: 5700 rue St-Zotique Est office. 203, Montreal (Quebec) H1T 3Y7

Email: [natacha@cliniqueaudiopro.ca](mailto:natacha@cliniqueaudiopro.ca)

Telephone: (514) 254-8080

### **\*CHANGE TO THIS POLICY\***

The Clinique Auditive Ioannoni reserves the right to modify or supplement this Policy at any time, at its sole discretion. Any material changes that may impact how we manage your personal information will be published herein. The Clinique Auditive Ioannoni asks users to read the updated version of the Policy. If you object to any changes to this Policy, please cease all use of the website. Continued use of these services, after a new Policy comes into effect, constitutes your acceptance of it.

This page was last edited on February 12, 2024 and applies to citizens and legal permanent residents of Canada.