

## THE ADVISORY COMMITTEE FOR RETIREES (ACR)

### ACR COMMUNICATIONS PRIVACY POLICY

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#### Act 25 / Provisions protecting the privacy of Quebecers - September 2022

This Act obliges Quebec's private and public companies to take measures to prevent leaks of sensitive data, the sale of confidential information and other computer-related scourges.

#### The role of the ACR and its organizational structure

The Advisory Committee for Retirees (ACR) looks after the collective insurance interests of retirees in the public and parapublic sectors of Quebec. It reports to the Comité paritaire intersectoriel (CPI), under which it has the power to make recommendations. The CPI reports to the Secrétariat du Conseil du trésor (SCT), which acts on behalf of the gouvernement du Québec as the policy holder for group insurance contracts for asset managers and retirees in the public and parapublic sectors.

#### Our privacy policy

Please visit the ACR website, which is operated by the ACR coordinator and hosted at *your site.ca*. Our website provides general information. The content is presented for your personal use for informational or educational purposes only. When you use our website, you are subject to the terms of use. Please read these terms before using.

The protection of privacy on the Internet is important to the ACR. We are committed to ensuring that the confidentiality of personal information is maintained. The purpose of this Privacy Policy is to inform you of the practices adopted with respect to personal information transmitted through this website, by email and by post.

#### Acceptance of Terms of Use

The mere use of this website is deemed to be an acceptance of the terms of use mentioned therein.

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#### Responsibilities of the visitor to the ACR website

When browsing our website, the ACR recommends that you:

- Use the latest version of a web browser (Internet Explorer, Firefox, Chrome, Safari, etc.)
- Clear your computer's cache after transmitting data.

Please note that a number of factors beyond our control may affect the operation of the site. The operation may not be continuous, uninterrupted, secure, or compatible with your computer. Security and privacy risks cannot be eliminated. At no time can the ACR be held responsible for viruses, trojan horses or any destructive element.

#### Factors relating to privacy

The ACR does not share any of the subscriber list data. Please note that the subscriber only registers his/her email address in order to receive communications exclusively dedicated to the Y9999-R group insurance contract. The CCR does not ask for the name, address, telephone number, year of birth, certificate number, and status and coverage of the plan under which the person is insured.

#### Information collected for statistical purposes

The ACR uses Google Analytics to analyze the surfing behavior of visitors to its website. It is a tool for analyzing website usage and usage. It is provided by Google.

Google Analytics collects the following information:

- the number of site visitors;
- date, time and duration of visits;
- pages viewed;
- etc.

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The information collected by Google Analytics is used to produce statistical reports on visitor activity in order to improve the website's content. The data remains completely anonymous.

Note that telephone calls and e-mails are not used as personal information collection tools.

#### Erasing your data

The data shall be erased when they are no longer necessary for the purposes mentioned above.

#### Unsubscribe Policy

If you subscribe to the ACR newsletter and other communications, you will be required to provide your e-mail address. This address will only be used for regular information or consultation of the ACR concerning its activities. A clear and precise unsubscribe policy allows the subscriber to unsubscribe from the newsletter at any time. This policy is clearly identified in each regular submission of the newsletter or a consultation of the ACR.

If you send us personal information by email or using a form on the ACR website, we will only use the information required to respond to your message or request.

#### Links to other sites

Links to the websites of certain other public or private bodies appear on the ACR website. These links are made available to you for practical reasons only, they can be deleted at any time. If you access an external website (which is not the ACR website), you understand that it is independent of the ACR website and that the ACR has no control over the content of that website. The ACR does not endorse, nor is it responsible for, the content of these websites or the products and services available on them. The fact that the ACR has provided a link to a website does not constitute confirmation, authorization, sponsorship or affiliation by the ACR with respect to that website.

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Also, when you leave the ACR website, the terms and conditions, including the Privacy Policy, no longer apply. Be sure to read the Terms of Use and Privacy Policy for the next website you visit.

#### Responsibilities

The ACR considers the content of the ACR website to be accurate, complete and up-to-date, but makes no warranty as to the accuracy or reliability of the content. Users are responsible for verifying any information. The content may include technical inaccuracies or typographical errors. The ACR does not guarantee the availability or accuracy of the information produced or presented.

The ACR assumes no liability for any damage or injury resulting, directly or indirectly, from an error or omission in any portion of the Website, from inappropriate or inappropriate use of the Website, its content and the information contained therein, from the use of other websites for which a hyperlink exists.

#### Confidentiality rules for email and mail requests

**The ACR does not have access to the member's insurance record.** The ACR may not collect any personal information without the consent of the member. A member who submits personal information to the CCR coordinator for the purpose of requesting a review of a claim or for the purpose of obtaining clarification on the guarantees of the Y9999-R group insurance contract is always informed that it will be shared with a person designated by the insurer who will use it for the purpose of providing all the necessary information to the member. Postal mail is treated according to the same confidentiality rules as electronic correspondence.

#### CCR Privacy Officer

For further questions or requests, the ACR invites you to contact the ACR coordinator at [info@ccr-quebec.com](mailto:info@ccr-quebec.com).