



Privacy policy

Introduction

The development of new communication tools lies before us, it is now necessary to show a particular concern to the protection of private life. It is why we commit to respect the privacy of personal information that we are gathering.

Gathering of personal information

We are gathering the following information:

- First name
- Last name
- Mail address
- Postal code
- Email address
- Gender / sex
- Age / Date of birth
- Income / Financial resources
- Social status

The private information we are gathering are collected through forms and with the help of the interactivity created between you and our website. We are also using, like it is written in the following section, witness files and/or log files to assemble information about you.

Forms and interactivity

Your personal information is gathered with forms, to know:

- Subscription form to the website
- Opinion poll
- Contests

- Warranty, contact

We use this information for the following purposes:

- Information / Promotions
- Statistics
- Contact

Your information is also gathered with the interactivity that could occur between you and our website, with the following manner:

- Statistics
- Contact

We use the gathered information for the following purposes:

- Correspondence
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Log files and witness files

We gather some information with log files and witness files (cookies). Mainly the following information:

- Operating system
- Viewed pages and requests
- Date and time of connection (Extranet users only)

The usage of such files allows us to obtain:

- Customized consumption profile
 - Statistics
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Opposition and withdrawal right

We commit to offer an opposition and withdrawal right concerning your personal information. Opposition rights refer to the possibility offered to Internet users to refuse that their personal information would be used to certain purposes mentioned during the gathering.

Withdrawal right refer to the possibility offered to Internet users to ask that their personal information does not appear anymore, for example, in a mailing list.

To exercise these rights, you can communicate with us:

Address and postal code: 500, de l'Aéroparc Blvd., PO Box 598, Lachute (Québec) J8H 4G4

Email: lyo-san@lyo-san.ca

Telephone: 1-800-363-3697 (Toll free in Canada) or 450-562-8525

Website section: <http://www.lyo-san.ca/en/contact.php>

Security

The personal information we gather is stored in a secure environment. Our employees are required to keep your information confidential.

To ensure the security of your personal information, we are using the following measures:

- Access management – authorized person
- Access management – concerned person
- Network surveillance software
- Computer backup
- Username / Password
- Firewalls

We commit to maintain a high degree of confidentiality by integrating the latest technologies to ensure the confidentiality of your transactions. However, like no mechanism is offering an absolute security, a share of risk is always present when we use Internet to transmit personal information.

V001 04-2015