POLICY
Privacy (external)

Introduction

This privacy policy (the **"Policy"**) governs the collection, use, and disclosure of personal information, recorded in any form, about an Individual, as defined below, by Bouthillette Parizeau (the **"Company"**) and applies to the Company and each of its employees.

Legal Compliance

The Company will fully comply with all applicable privacy legislation (the **"Applicable Legislation"**)[1]. In the event of any inconsistency between such legislation and this Policy, the legislation will prevail, and the Company will take the necessary steps to ensure compliance.

Definitions

For the purposes of this Policy:

"Individual" or **"Individuals"** means any person who provides the Company with personal information without being contractually bound to the Company through an employment agreement, a services agreement or otherwise.

"Personal Information" means any information about an identifiable Individual, other than the Individual's professional title or business contact information, when used or disclosed for business communication purposes. Personal Information that is collected by the Company, in accordance with Applicable Legislation, includes, but is not limited to, the following, as applicable:

- Name, address, and telephone number of residence;
- Date of birth, gender, nationality, citizenship, marital, and family status and language(s) spoken;
- Photographs and videos;
- Biometric data required to verify an Individual's identity for security purposes or to comply with public health requirements;
- Any other information that an Individual voluntarily provides and the use and retention of which is necessary for the Company's business purposes.

Personal Information does not include information that cannot be linked to an identifiable Individual or information that is publicly available, as defined by applicable law.

Privacy Officer

The Company has designated a Privacy Officer who is accountable for compliance with this Policy. If you have any questions about (a) access to or correction of Personal Information; (b) the Company's collection, use, management or disclosure of Personal Information; or (c) this Policy, you may contact our Privacy Officer by sending an e-mail to priv@bpa.ca. All Individuals are encouraged to report any violations of this Policy to the Privacy Officer.

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[1] The Applicable Legislation corresponds to the following laws, depending on the territory in which they apply with respect to the protection of personal information: for Quebec, the *Act Respecting to Protection of the Personal Information in the Private Sector*, CQLR, c P-39.1 (as amended by the *Act to Modernize Legislative Provisions as Regards the Protection of Personal Information,* SQ 2021, c 25); for Ontario, the *Personal Information Protection and Electronic Documents Act*, SC 2000, c 5; for Alberta, the *Personal Information Protection Act*, SA 2003, c P-6.5; and for British Columbia, the *Personal Information Protection Act*, SBC 2003, c 63.

Collection, Use, and Disclosure of Personal Information

Purpose of Collection of Personal Information

The Company uses the Personal Information of Individuals for a variety of purposes related its business. These purposes include, but are not limited to, the following, where applicable:

- Fulfill the purposes for which the Personal Information was provided;
- Identify potential risks and fraud;
- Compile records;
- Ensure the security of trade secrets or other proprietary information held by the Company;
- Comply with legal requirements for record keeping;
- Reduce the risk of copyright infringement or defamation by individuals through e-mail and Internet use;
- Comply with warrants or other official requests from legal authorities;
- Comply with court or regulatory agency orders for a particular proceeding (e.g., a subpoena or document production order);
- For any other purpose required by the Company in the course of its business.

Please note that the Company shall only collect, use, or disclose (and limit the actions of its Service Providers in a similar manner) identification numbers issued by government entities (such as the SIN or similar identifiers) where required or permitted by applicable law in a particular jurisdiction.

How are Personal Information Collected?

The Company collects Personal Information that is reasonably related to its relationship with Individuals through a variety of means and from a variety of sources, including Personal Information that an Individual provides to the Company through correspondence, the Company's website, application forms and the like.

Who will have Access to Personal Information?

Personal Information collected by the Company will only be accessible, solely for the purposes of such collection and in compliance with applicable laws, to the following persons, and only if the Personal Information is necessary for the performance of their duties ("need to know basis"):

- Members of the Board of Directors;
- Information Technologies Director;
- IT System Administrator;
- Members of the Business Development Department (limited access to certain individuals and information);
- Members of the Communication and Marketing Department (limited access to certain individuals and information);
- Members of the Human Resources Department (limited access to certain individuals and information);
- Members of the Legal Department (limited access to certain individuals and information);
- Members of the Financial Department (limited access to certain individuals and information).

These individuals may share this information with other Company employees for legitimate business purposes but must endeavor to only share what is necessary to perform their duties (for example, an employee who needs to contact a new customer following a request from that customer will have access to the contact information necessary to contact that customer).

Video Surveillance Systems

The Company has various video surveillance systems in public areas of its premises. These systems are used to ensure the safety of Individuals in its premises. The Company will not use the Personal Information collected by these systems for any purpose other than for personal or public safety.

Collection of Personal Information regarding Minors

The Company may collect, use, and disclose Personal Information about minors for purposes related to its business. Such Personal Information may only be collected from, or with the consent of, parents or guardians of the minor.

Disclosure of Personal Information to Third Parties

The Company may transfer or disclose Personal Information to third parties who support the Company in its day-to-day operations, which includes, but is not limited to, the following activities:

- Persons or organizations that act as consultants or Service Providers to the Company;
- Persons or organizations that are, or may be, involved in the maintenance, analysis, and development of the Company's systems, procedures, and infrastructure, including testing, or upgrading the Company's computer systems; and
- Persons or organizations, including Canadian governmental authorities, responsible for issuing security clearances for the purpose of awarding contracts to the Company.

By reading and accepting this Policy, you consent to the disclosure of certain Personal Information to third parties where such disclosure is made in order to facilitate the administration of your relationship with the Company.

Disclosure of Personal Information to such third parties will only be made if such third parties agree to use such Personal Information only for the purposes identified by the Company and, with respect to such Personal Information, to act in a manner consistent with the principles set out in this Policy and applicable laws.

When the Company transfers Personal Information to third parties who perform services on its behalf, the Company will require such third parties to use such Personal Information only for the purpose of providing services to the Company or its customers and to provide appropriate safeguards for the protection of such Personal Information. Sharing of Personal Information with third party consultants, third party service providers, third party individuals or organizations will only occur after such entities have entered into a confidentiality agreement that:

- Prohibits them from using, allowing access to, or disclosing your Personal Information to any other party (except as required by law);
- Requires them to implement appropriate safeguards to ensure the ongoing confidentiality of your Personal Information.

The Company does not sell, trade, barter, or exchange for compensation any Personal Information about an Individual.

Disclosure of Personal Information Without Consent

In certain circumstances, the Company is legally obliged to or may disclose Personal Information without the consent of the Individual to whom it belongs, the whole in accordance with applicable privacy laws. In the event of disclosure, the Company will not disclose more Personal Information than is required.

Storage and Cross-Border Transfer of Personal Information

Personal Information collected by the Company will be stored primarily in Canada.

Personal Information may eventually be shared between the offices of the Company and/or its affiliates or distribution partners in Canada and the United States for the purposes of administering the relationship with Individuals or in connection with a business transaction involving the Company.

The Company may transfer Personal Information to a service provider located outside of Canada, where privacy laws may provide different levels of protection than in Canada, in accordance with applicable privacy laws in Canada. Your Personal Information may also be made available and disclosed to law enforcement agencies under applicable foreign law.

Personal Information may also be transferred to another company in the event of a merger or change of ownership or part of the Company. The Company will only transfer Personal Information if the parties have entered into an agreement under which the collection, use, and disclosure of the Personal Information is limited to purposes related to the business transaction, including evaluating whether or not to proceed with the business transaction, and under which the Personal Information is to be used by the parties only to effect and complete the business transaction.

Accuracy, Retention, and Destruction of Personal Information

The Company strives to ensure that any Personal Information in its possession is as accurate and complete as necessary for the purposes for which the Company uses such Personal Information. The Company has a procedure in place that governs the retention and subsequent destruction of Company records, including those containing Personal Information.

The Company will take precautions to ensure that all Individual records are stored safely and securely in paper and/or electronic form.

With respect to an Individual's Personal Information, the Company will retain an Individual's Personal Information only as long as necessary for the purpose for which it was collected and to comply with all legal requirements for data retention.

When the Company no longer requires the Individual's Personal Information, it will destroy or erase it, or make it anonymous so that it cannot be associated with the Individual and traced back to the Individual. The Company will take precautions in the disposal or destruction of Personal Information to prevent unauthorized parties from gaining access to it. These measures include:

- Taking special care to ensure that no one can retrieve Personal Information after it has been destroyed;
- Shredding documents before recycling them;
- Deleting electronically stored Personal Information.

For any additional questions regarding the Company's destruction of personal information, Individuals are invited to contact the Privacy Officer at priv@bpa.ca.

Access to, Update, and Treatment of Complaints Regarding Personal Information

Individual records are the property of the Company. If an Individual believes that his or her Personal Information is incorrect, he or she may request an update of that Personal Information by making a request to the Privacy Officer by e-mail at priv@bpa.ca. The Company reserves the right to leave the Personal Information unchanged but will attach any additional information that the Individual deems appropriate.

Where Personal Information will be disclosed to an Individual pursuant to an access request, the Company will endeavour to provide the Personal Information in question within a reasonable period of time and no later than 30 days following the request, unless a longer period of time is required to accommodate exceptional circumstances and/or as permitted by applicable law, where applicable. If a longer period is required, it must be justified in writing by the Privacy Officer.

The Company may require sufficient information to allow it to confirm that the Individual making the request is authorized to do so before granting access or making corrections to Personal Information. This may occur, for example, when law enforcement authorities seek information about an Individual.

The Company may, subject to applicable law, refuse to provide access to Personal Information where the information requested would:

- Would disclose:
  - Personal Information, including opinions, about another individual or about a deceased individual; or
  - Trade secrets or other confidential business information, the disclosure of which could harm the Company or the competitive position of a third party or interfere with contractual or other negotiations of the Company or a third party;
- Is subject to solicitor-client or litigation privilege;
- Is not readily retrievable and the burden or cost of providing it would be disproportionate to the nature or value of the information;
- Does not exist, is not held, or cannot be found by the Company;
- Could reasonably result in:
  - Serious harm to the treatment or recovery of the Individual concerned;
  - Serious emotional harm to the Individual or another Individual; or
  - Serious bodily harm to another Person; or
- Could harm or interfere with the law enforcement and other investigative or regulatory functions of an agency authorized by law to perform such functions.

Where Personal Information will not or cannot be disclosed, the Individual making the request will be informed of the reasons for the refusal of disclosure by the Company.

Any Individual may file a complaint with the Privacy Officer if he or she believes that Personal Information is not being adequately protected under applicable privacy laws. Such a complaint will be treated confidentially, and the Company will investigate the matter diligently. The Company will ensure that it follows up with the Individual(s) concerned with any additional safeguards or remedies put in place as a result of this internal investigation, if any.

Amendment of Company Practices and Policy

The Company will periodically review and revise its privacy practices and this Policy. Specifically, the Privacy Officer will initiate an annual audit of this Policy, all before the end of each calendar year. If changes are made, notice will be provided/posted on the Company's website (Home - BPA). Please note that the Company may also use other means to notify you of changes to its practices and/or this Policy.

Changes to the Policy will apply to Personal Information collected from the date of posting on the Company's website or the date such changes are communicated to Individuals, whichever is earlier.