

Self-Care

Self-Care Platform Privacy Policy

This Privacy Policy (the "**Policy**") sets out the practices of the Fondation Isabelle and Luc Poirier with respect to the collection, use and disclosure of your personal information and applies to the situations set out in Section 2. For ease of reference, we refer to ourselves as the "**Foundation**" or simply "**we**".

For the purposes of this Policy, personal information is any information that allows a natural person to be identified, directly or indirectly.

By accepting our Policy or by providing us with personal information after having had the opportunity to consult it, you agree to your personal information being processed in accordance with our Policy.

1. How do I contact our Privacy Officer?

If you have any questions about this Policy or our handling of your personal information, you can contact our Privacy Officer:

By e-mail: info@self-care.living

By post: To the attention of our Privacy Officer: Jean-Sébastien Bourré, 296 St-Paul Street West, Suite 300 Montreal, Quebec, H2Y 2A3

2. How do we use your personal information?

How we handle your personal information will depend on the nature of your interaction with us on our website, by e-mail, by Zoom or by telephone. Below is a description of how the Foundation collects and uses your personal information, with the understanding that we may also process your personal information as required by applicable law or otherwise with your consent.

In the course of our activities, we process your personal information by technological means in the manner set out in sections 2.1 to 2.4:

- 2.1 When you contact our team by e-mail;
- 2.2 When you subscribe to our newsletter;
- 2.3 When you create an account;
- 2.4 When you participate in a virtual meeting via our Platform.

The Platform also uses cookies to operate. In this respect, we refer you to our [Cookie Policy](#). The use of cookies may involve the processing of your personal information.

2.1 When you contact our team by e-mail

How do we collect your personal information?

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We collect your personal information directly from you when you send us an email.

What categories of personal information do we collect and for what purposes do we use it?

Category of personal information	Use
Identification information: first name, last name, email.	To verify your identity and allow the appropriate Foundation employee to contact you.
Content of your message.	To identify your needs in order to respond to your request.

Important: We ask that you do not include any personal information that is not necessary for the content of the message.

Who has access to your personal information?

The Foundation personnel whose duties require it will have access, in whole or in part, to your personal information.

We use service providers who provide software and cloud services to collect, store and process your personal information on our behalf.

The service provider for our email inbox.

2.2 When you subscribe to our newsletter

How do we collect your personal information?

We collect your email address directly from you when you subscribe to our newsletter.

What categories of personal information do we collect and for what purposes do we use it?

Category of personal information	Use
Identification information: first name, last name, address, email.	To process your newsletter subscription request and send you relevant emails.

Who has access to your personal information?

The Foundation personnel whose duties require it will have access, in whole or in part, to your personal information.

We use service providers who provide software and cloud services to collect, store and process your personal information on our behalf.

Our newsletter service provider.

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2.3 When you create an account

How do we collect your personal information?

We collect your personal information directly from you when you create an account on our website.

What categories of personal information do we collect and for what purposes do we use it?

Category of personal information	Use
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Identification information: username, email, password.	Allow you to access educational videos produced by the Foundation, register for activities and virtual meetings organized by the Foundation.
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Who has access to your personal information?

The Foundation personnel whose duties require it will have access, in whole or in part, to your personal information.

We use service providers who provide software and cloud services to collect, store and process your personal information on our behalf.

2.4 When you participate in a virtual meeting via our Platform

How do we collect your personal information?

We collect your personal information directly from you when you participate in a virtual meeting through our Self Care platform.

What categories of personal information do we collect and for what purposes do we use it?

Category of personal information	Use
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Account identification information for the Foundation: username and password.	Receive information about virtual meetings, register for a virtual meeting, and participate in a virtual meeting.
Personal information: first name.	

Please note: We cannot guarantee your anonymity when participating in a virtual meeting. We suggest, however, that you share only your first name during the virtual meeting and avoid exchanging personal information about yourself.

Please note that you don't have to open your camera or microphone if you don't want to. The virtual meeting will not be recorded.

Who has access to your personal information?

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The Foundation personnel whose duties require it will have access, in whole or in part, to your personal information.

Virtual facilitators and workshop participants will have access to your first name.

We use service providers who provide software and cloud services to collect, store and process your personal information on our behalf.

Our videophone service operated by a third party to hold virtual meetings.

3. Minors under 14 years of age

We do not voluntarily collect personal information from individuals under the age of 14. If you are a minor under the age of 14 and are browsing our website, you may not provide us with any personal information without the express consent of a parent or guardian. If you are a parent or guardian and you are aware that your children have provided us with personal information, please contact us. If we discover that we have collected personal information from someone under the age of 14 without the consent of the parent or guardian, we will take steps to delete that information from our systems.

4. What identification, profiling or location technologies do we use?

We use cookies and analytical tools to improve your user experience on our website. As part of your navigation on our site, you can activate cookies identified as being used for identification, electronic profiling or location on our website's cookie banner. For more information, we invite you to consult our cookie policy [here](#).

5. Where do we store personal information and is it transferred outside Quebec?

Your personal information is mainly held virtually on the servers of our service providers with whom we do business and who are located in Canada.

If, in the future, we consider that disclosure of your personal information outside Quebec is necessary to support our operations, we will assess whether your personal information is adequately protected in the event of disclosure. We will only disclose your personal information if we are satisfied that it is adequately protected. Disclosure will also be governed by an appropriate contractual agreement.

6. Security measures and protection of your personal information

We deploy appropriate security measures to protect your personal information. In particular, we have put in place appropriate physical, technical and administrative safeguards to ensure the protection of your information.

In addition, we have implemented access control measures to limit access to your personal information to only those of our employees who require access in the course of their duties.

If you have reason to believe that personal information has been compromised, please contact our Privacy Officer at the coordinates listed in section 1 of this Policy.

7. What are your rights regarding your personal information?

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By law, you have various rights with respect to your personal information. In particular, you have the following rights:

7.1 Access to your personal information

You may ask us whether we hold any personal information about you, and if so, you may request access to that personal information.

7.2 Rectification

You may ask us to rectify any incomplete or inaccurate personal information we hold about you.

7.3 Withdrawal of consent

In some cases, you may withdraw your consent to the disclosure or use of the personal information we hold about you. You understand, however, that in such a case, we will no longer be able to process your personal information in the ways set out in sections 2.1 to 2.4.

7.4 Portability

You may request that your personal information be disclosed to you or transferred to another organization in a structured, commonly used technological format.

8. How can you exercise your rights?

To exercise any of your rights above, please contact our Privacy Officer at the contact information provided in Section 1 of this Policy.

9. How can you make a complaint about our handling of your personal information?

The Foundation takes inquiries, complaints and comments about our handling of your personal information very seriously. We invite you to contact our Privacy Officer if you have any complaints or comments about our confidentiality practices.

Your complaint will be reviewed by the Privacy Officer, who will determine whether the processing of your personal information complies with our confidentiality program and any applicable laws.

You may also file a complaint with the Commission d'accès à l'information du Québec using [the form available on the Commission's Web site](#). However, we invite you to first contact our Privacy Officer.

10. External sites or services

This Policy does not apply to third-party websites, pages or applications that may be accessed through our website. If you follow such links, these third-party sites or services may have their own privacy policies that you should review before submitting your personal information.

The Platform also relies on the use of Zoom. If you have any questions about Zoom's treatment of your personal information, we refer you to their privacy policy available [here](#).

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11. How do we update this Policy?

To ensure the clarity and transparency of our Privacy Policy, it may be amended from time to time. Changes will be posted on the Foundation website, along with the date of the last update. Changes will be effective as of the date of the last update.

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Summary of our internal policy on the governance of personal information

The Foundation is committed to protecting your personal information throughout its life cycle, in accordance with its confidentiality practices and the requirements of applicable laws.

In addition to our confidentiality policy, The Foundation has adopted an internal policy on the governance of personal information, the purpose of which is to set out the principles governing the protection of personal information in the context of its operations.

The objectives of our internal governance policy are:

- I. Ensure proper, secure, compliant and transparent handling of your personal information;
- II. Establish guidelines for The Foundation's handling of personal information throughout its life cycle; and
- III. Define the roles and responsibilities of the Privacy Officer and our staff.

1. Roles and responsibilities

Since respecting your personal information is everyone's business at The Foundation, our Privacy Officer is supported by a dedicated team that is well-informed about confidentiality protection and the rights of the individuals concerned.

Every member of our staff has a role to play in ensuring that we act in accordance with our confidentiality program. In fact, every member of our staff is called upon to:

- I. Direct any questions or comments about how we handle or should handle your personal information to the Privacy Officer;
- II. Participate in training and awareness-raising activities on the importance of protecting personal information.

2. Corporate governance guidelines

The Foundation recognizes the importance of the protection, confidentiality and security of the personal information it handles in the course of its activities, and the importance of making its employees and partners aware of this.

The Foundation has prepared guidelines of good and prohibited practices regarding how we may handle your personal information, for example:

- I. We identify the purposes for which your personal information is collected. Thereafter, your personal information is used only in accordance with those purposes;
- II. We seek to collect only the bare minimum in order to achieve the identified purposes;
- III. We strive to obtain your consent when we collect your personal information, and where sensitive personal information is involved, we seek your express consent;

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- IV. We post our confidentiality policy clearly and prominently when we collect your personal information through technology;
- V. We ensure that our technology products or services with confidentiality settings offer the highest level of confidentiality by default, without any intervention on your part;
- VI. We do not use technologies that allow identification, localization or profiling without disclosing this practice and informing you how to activate such features;
- VII. We conduct confidentiality impact assessments when required by law, and when we consider that processing your personal information involves risks to your confidentiality;
- VIII. Wherever possible, we restrict access to your personal information to those members of our staff and our service providers who require access in order to carry out our operations;
- IX. We do not share your personal information with third parties without your consent, except when permitted by law.

3. Confidentiality incident

The Foundation has set up a process for responding to and handling confidentiality incidents.

Under this process, The Foundation must take reasonable steps to reduce the risk of serious harm and review its practices to prevent confidentiality incidents.

The Foundation documents all confidentiality incidents in its confidentiality incident log and will adjust its confidentiality program as necessary following a confidentiality incident.