

PRIVACY POLICY

TRUDEL JOHNSTON & LESPÉRANCE

In the course of providing our legal services, we collect, use, disclose and retain personal information. Maintaining the confidentiality of this personal information is important to us. We therefore adhere to the highest ethical standards when handling all the information we hold, particularly personal information.

To this end, this Privacy Policy (hereinafter the "Policy") is designed to inform you about our practices for the collection, use, disclosure, and retention of personal information. This Policy is designed to comply with the applicable laws in Quebec and Canada regarding the protection of personal information.

By providing us with personal information, whether verbally or in writing, by e-mail, in person or by telephone, through our website, by completing an entry form, or by any other means of communication, you consent to the processing of your personal information as set out in this Policy, and you authorize TJL to process your personal information for the purposes set out below.

Please note that this Policy does not apply to third-party websites that may be accessed through links on our website, and that TJL is not responsible for such websites. If you follow a link to a third-party website, it is important to review the applicable privacy policies before submitting your personal information.

WHO WE ARE AND WHAT WE DO

Trudel Johnston & Lespérance (TJL) is a law firm specializing in class actions and public interest law for over twenty years.

TJL leads several class actions in Quebec and Canada, in various fields of law. TJL also conducts a number of public interest litigation cases on a pro bono basis. For more information, please visit www.tjl.quebec.

WHAT PERSONAL INFORMATION DO WE COLLECT?

Generally speaking, the term "personal information" refers to any information about an identifiable individual, or information that allows an individual to be identified. This could include the person's name, e-mail address, date of birth, etc. "Personal information" does not, however, include business contact information, such as your professional title, address or telephone number.



As part of our services and when you visit our website, we may collect and process various types of personal information, including:

- Personal details such as first and last name, postal address(es), e-mail address(es), date of birth and telephone number(s);
- Sensitive information, such as medical records, prison records, financial information, etc.;
- Information about legal services we have provided to you;
- Data relating to the use of our website, such as *cookies* in your browser, your IP address, your language of correspondence, the date and time of your visit and the pages consulted.

In all cases, we limit the amount of personal information we collect to what is necessary.

We do not knowingly collect information from children or others under the age of 14. If you are a minor under the age of 14, please do 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.

How do we collect your personal information?

Wherever possible, we will obtain your personal information directly from you with your consent, when you interact with us (for example, when you contact us for legal services, fill out a form on our website or respond to a job offer). We may, however, collect your personal information from third parties with your consent, or as permitted by law.

How do we obtain your consent?

In general, we only collect, use, disclose and retain your personal information with your consent. However, the law provides that we may collect, use, or disclose your personal information without your consent (for example, when we are required to disclose your information under a subpoena or court order).

By communicating with us, by voluntarily providing us with your personal information, or by browsing our website, you consent to the collection, use, disclosure, and retention of your personal information in accordance with this Policy. If you provide us with the personal information of a third party, you represent that you have the consent or authority necessary to authorize us to collect, use, disclose and retain such information in accordance with this Policy.

Subject to certain legal or contractual restrictions, you may withdraw your consent. To do so, please contact us using the details below.



HOW DO WE USE PERSONAL INFORMATION?

We may use personal information in any of the following ways, with your consent or as otherwise permitted by law. In each case, we will indicate the purposes for which we use your personal information:

- To provide you with legal and related services;
 - To respond to your requests for information or keep you informed of the progress of certain projects;
 - For recruitment purposes - to enable us to process job applications and assess whether an individual meets the requirements of the position for which they may be applying at TJL;
 - To ensure compliance with our legal and regulatory obligations;
 - To ensure the proper conduct of our business, including the management of our files;
 - Any other purpose permitted by law or to which you consent.
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WITH WHOM DO WE SHARE PERSONAL INFORMATION?

Your personal information is accessible only to our lawyers and employees. We may also share your personal information with third parties when required by law or with service providers (for example, cloud hosting service providers or contracted employees). In the latter case, we take the measures necessary to adequately protect your personal information (for example, by adopting specific contractual measures and limiting the sharing of your personal information).

HOW LONG DO WE KEEP PERSONAL INFORMATION?

We will retain personal information only as long as necessary for the purposes set out in this Policy and to comply with our legal, ethical, and regulatory obligations. After that period, your personal information will be securely destroyed or made anonymous.

WHERE DO WE STORE PERSONAL INFORMATION?

Personal information collected by TJL is hosted on secure servers located in Quebec or elsewhere in Canada.



HOW DO WE PROTECT PERSONAL INFORMATION?

We follow generally accepted industry standards to protect the information submitted to us, both at the time of transmission and once we have received it. We maintain appropriate physical, organizational, contractual, technological, and administrative safeguards to protect personal information against accidental or unlawful destruction, accidental loss, modification, unauthorized disclosure or access, misuse or any other unlawful form of processing personal information that is in our possession. We have taken steps to ensure that the only employees who have access to your personal information are those who have a need to know or whose duties reasonably require them to know it.

However, no method of transmission over the Internet nor means of electronic storage is 100% secure. We therefore cannot ensure or warrant the security of information that you transmit or provide to us, and you do so at your own risk. Nor can we guarantee that such information will not be accessed, obtained, disclosed, altered, or destroyed as a result of a breach of the safeguards in place. If you have reason to believe that personal information has been compromised, please contact us at the coordinates below.

In the event of a privacy incident involving your personal information, we will notify you as soon as possible after we become aware of the incident. We will take reasonable steps to reduce the risk of harm being caused and to prevent further similar incidents from occurring.

WHAT ARE YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION?

You have certain rights with respect to your personal information. Subject to applicable laws, you may consult the personal information we hold about you, ask us to correct inaccuracies, and withdraw your consent to its use or disclosure.

To exercise any of these rights, please contact us using the information below.

All such requests will be processed within 30 days following receipt. If we are unable to respond within this period, we will notify you.

If you believe that we are not complying with applicable laws and our obligations with respect to the protection of personal information, you may file a complaint with a data protection supervisory authority, particularly in the country, province, or state in which you normally reside, in which we are located, or in which an alleged breach of data protection laws has occurred. In Quebec, this control authority is the Commission d'accès à l'information (www.cai.gouv.qc.ca).



HOW TO CONTACT US

If you have any questions or comments about this Policy or your personal information, or if you wish to exercise your rights, file a complaint or obtain information about our collection policies and practices, please contact the firm's Privacy Officer, Mr. Michel Bettez, by e-mail at michel@tjl.quebec or by mail at the following address:

TRUDEL JOHNSTON & LESPÉRANCE
750 côte de la Place-d'Armes, Suite 90
Montréal (QC) H2Y 2X8

HOW DO WE UPDATE THIS PRIVACY POLICY?

We may change the content of our website and our use of cookies without notice and, therefore, this Policy may change from time to time in the future. We therefore encourage you to review this Policy each time you visit our website to stay informed about how we treat your personal information.

This policy was last updated in August 2023.

