

Law 25

# Protection of personal information



Organization

**Oral Science  
Consumers**

Published

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## 1. Introduction

Oral Science Consumers care greatly about the protection of personal information of our customers, employees, and all those who interact with our company.

This privacy policy aims to explain how we collect, use, disclose, store, and protect personal information in accordance with the provisions of Law 25.

As a company, we are committed to respecting the privacy of our customers and maintaining the confidentiality of their personal information.



## **2. Collect of personal information**

We only collect personal information that are necessary for the conduct of our business activities. When we collect personal information, we commit to do so in a legal, fair, and transparent manner.

The types of personal information we collect may include, but are not limited to, names, addresses, email addresses, phone numbers, billing information, job positions and company names.

## **3. Use of personal information**

The informations we collect may be used for the following purposes:

- Providing our services and respond to customer requests..
- Communicating with our clients regarding products, services, updates and promotions.
- Improve our products and services.
- Conducting statistical analyses and market studies.
- Meet our legal obligations.

## **4. Disclosure of personal information**

We only disclose personal information to employees and third parties providing necessary services for our operations.

These parties include, but are not limited to:

- Members of management.
- Customer account managers.
- Project managers.
- Administration and accounting department employees.
- Customer service and technical support employees.
- Production employees assigned to customer projects.
- Third parties who provide us with auxiliary services.
- Payment gateway providers.
- Third-party software developers, integrators and managers.

We formally request these third parties to respect their confidentiality obligations.

## **5. Storage of personal information**

We retain our customers' personal information for the duration of our business relationship with the customer.

We retain information on the following physical media:

- Paper files.
- Production board.
- Calendars and diaries
- Notebooks.
- Memos..

We retain information on the following local digital media:

- Local data servers.
- Microsoft Exchange server.
- Desktop and laptops computers.
- Smartphones and tablets.

We store information on the following cloud media:.

- Netsuite.
- Wordpress/Woocommerce.
- Google Drive.
- Microsoft One Drive.
- Web host.
- Mailboxes.

We archive or destroy this data at our discretion at the end of the business relationship unless the client explicitly requests the erasure of their information or if a maximum or minimum retention period is required by law.

All physical media (paper, etc.) are shredded internally or externally by a specialized company. Computer media are simply erased, but not destroyed.

## **6. Security of personal information**

We take appropriate security measures to protect personal information against unauthorized access, disclosure, use, modification or destruction. We use the following security technologies and procedures to protect our customers' personal information:

- Software firewall.
- Hardware firewall.
- Antivirus and regular scanning on all network computers.
- Encryption of data on our website.
- Encryption of data in our databases.
- Software access control to computer data.
- Physical access control to offices and server room.
- Employee training on phishing.

Our customers have the right to access their personal information in order to correct, amend or delete it if necessary. To exercise these rights, customers may contact us using the contact information provided at the end of this policy.

## **7. Policy changes**

We reserve the right to modify this policy at any given time. Any changes will be posted on our website and will become effective upon publication. Users are advised to regularly check our policy for updates and to stay informed about updates.

## 8. Contact information of the responsible party

For any questions, concerns, or requests related to the protection of personal information or this policy, please contact us at our headquarters:

### Oral Science Consumers

9575-C Rue Ignace  
Brossard QC  
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### Responsable party

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