

Confidentiality Policy for Data and Cookies at ChargEV Energy.

ChargEV Energy, specializes in offering cutting-edge charging and energy management solutions while providing consultative services to assist companies in their transition towards electrification.

At ChargEV Energy, prioritizing the privacy of our clients, prospective clients, and website visitors is paramount. Therefore, we are committed to consistently implementing and enhancing the necessary measures to safeguard the confidentiality of all personal data in our possession. ChargEV Energy acknowledges the significance of your privacy and the sensitive nature of your personal information.

The primary objective of this confidentiality policy is to elucidate ChargEV Energy's procedures concerning the acquisition, utilization, and dissemination of personal information. This information may be furnished during your interaction with our website or obtained through alternative channels, such as telephone communication. Our commitment is to provide transparency regarding how we handle and safeguard your personal data.

This policy articulates the rationale behind the collection of personal information, delineates its purpose, outlines the stringent measures implemented to guarantee secure access to this data, elucidates the duration of its retention, expounds upon the data erasure protocols, and provides contact details for any inquiries or concerns regarding this policy.

Collection of Personal Information:

Firstly, it is crucial to establish the definition of personal information in accordance with Law 25, which categorizes it as "any information that identifies an individual."

Commencing on September 22, 2023, personal information related to an individual's professional responsibilities within a company, encompassing details like their name, title, position, workplace address, email address, and phone number, is exempt from the provisions of the Private Sector Act pertaining to the collection and confidentiality of such information. This exemption extends to information of a public nature as defined by the law.

During our operations, we gather and utilize specific personal information about our clients and prospective clients. For instance, when accessing the "OBTAIN A QUOTE" section, we request details such as first name, last name, email, province, city, phone number, and information about the intended use and specific needs. These details enable us to process your request efficiently, deliver services, and gain insights to better assist you.

Handling of Your Personal Information:

Subsequently, we facilitate the transfer of collected information to the relevant service provider, who will utilize this information strictly for professional purposes. This ensures that your personal information is treated with the utmost confidentiality and used solely to fulfill the intended service requirements.

Cookie Usage Policy:

The ChargEV Energy website employs cookies and other associated technologies, collectively referred to as "cookies" for simplicity. Third parties, including entities used for statistical data collection, also place cookies on our website.

What is a cookie?

A cookie is a small file transmitted by the website's pages and stored by your browser on your computer or device's hard drive. The information stored may be relayed back to our servers or those of relevant third parties during subsequent visits.

What is a script?

A script is a code element essential for the proper and interactive functioning of the website. This code executes on your server or device.

What is a web beacon?

A web beacon is an inconspicuous piece of text or image used to track traffic and store various data related to website usage.

Third Parties:

ChargEV Energy engages third-party services, such as Google, which place cookies. While ChargEV Energy cannot guarantee the secure and reliable handling of personal data by these third parties, they are obligated to adhere to relevant laws. These parties are considered independent data controllers, and it is advisable to review their privacy declarations.

Statistical Cookies:

ChargEV Energy utilizes statistical cookies to enhance the web user experience on its site. Through these cookies, ChargEV Energy gathers insights into the utilization of its website.

Social Networks:

Content originating from Facebook is integrated into the ChargEV Energy website for promoting or sharing pages on social networks. This content, facilitated by a code provided by Facebook, places cookies that may store and process information for personalized advertising purposes.

It is recommended to regularly review the privacy declarations of these social networks to understand how your (personal) data is processed through these cookies. The collected data is anonymized whenever possible. Facebook, as a platform, is in the United States.

Consent:

Upon your initial visit to the ChargEV Energy website, a pop-up window explaining the use of cookies will appear. You retain the right to decline the use of cookies and object to any non-essential cookie utilization.

Furthermore, you can choose to disable cookies through your browser settings, but please be aware that this may impact the proper functionality of the website.

Activating/Deactivating and Deleting Cookies:

Your web browser provides options to delete cookies automatically or manually, and you can specify preferences regarding certain cookies. Alternatively, you can adjust your browser settings to receive notifications each time a cookie is placed. For detailed instructions on these options, please consult the Help section of your browser.

Kindly note that the ChargEV Energy website may not operate as intended if all cookies are deactivated. If you delete cookies from your browser, they will be reinstated upon your subsequent visit to the website, subject to your consent.

Your Rights Regarding Personal Data:

In relation to your personal data, you have the following rights:

- 1.You can submit a request to access any data pertaining to you processed by ChargEV Energy.;
- 2.You can object to the processing of your personal data;
- 3.You can request a summary, in a commonly used format, of the processed data concerning you;
- 4.You can request the correction or deletion of data if it is inaccurate or outdated;
- 5.You have the right to withdraw your consent at any time, subject to contractual or legal restrictions and reasonable notice. The implications of your withdrawal will be communicated to you;
- 6.You have the right to lodge a complaint with our organization regarding any non-compliance with GDPR. If the issue remains unresolved, you may escalate the matter to the Office of the Privacy Commissioner of Canada.

To exercise these rights, please contact ChargEV Energy. using the contact information provided for the designated Contact Person at the bottom of this policy. If you have any complaints regarding how ChargEV Energy handles your data, we encourage you to inform us.

Contact Person:

For the exercise of rights outlined in this policy or for any inquiries or complaints regarding ChargEV Energy's personal information protection practices, please contact ChargEV Energy directly.

Individuals provide their consent to the collection, use, and disclosure of their personal information upon accepting ChargEV Energy's cookies policy.

How is Your Personal Information Protected?

We prioritize maintaining the confidentiality of your information, ensuring its use aligns with this privacy policy. Our internal practices safeguard your privacy by restricting employee access and use of customer data.

ChargEV Energy has implemented various procedures, including those governing access modification to sensitive data, updating and reviewing the sensitive data registry, and the deletion and anonymization of sensitive data. We enforce an internal privacy policy as an additional measure.

We employ reasonable security measures to guard against theft, loss, misuse, or alteration of your personal information. However, it is essential to recognize that information transmitted over the Internet may be intercepted by third parties. Consequently, we do not assume responsibility for any theft, loss, misuse, or alteration of personal information transmitted over the Internet.

Protecting personal information is a paramount concern, and we are prepared to take prompt and appropriate action in the event of an incident involving personal information, as per applicable privacy laws. Our complaints management procedure, incident reporting for cybersecurity events, and periodic review of the sensitive data registry are integral components of our commitment to data security.

In fact, we have a well-established complaints management procedure in place. A comprehensive cybersecurity incident report is diligently completed for any incident, irrespective of whether it causes harm. Additionally, we conduct regular reviews of the sensitive data register to ensure it captures any changes that may occur over time.

Retention and Destruction of Personal Information:

We retain personal information only as long as necessary for the purposes for which it was collected or for legal and commercial reasons. Once no longer required, we either destroy the information or render it unidentifiable, ensuring it cannot be traced or associated with a specific person.

Contact Us:

If you have inquiries regarding ChargEV Energy's privacy policy or believe that it has not been adhered to, you can contact our Privacy Officer, Ms. Julie Boutin, via the following:

Mailing address: 919, rue Notre-Dame Ouest, Victoriaville (Québec), G6P 7L1

Email: jboutin@bornesquebec.com

Phone: 877-313-7421

Modifications to this Information Confidentiality Policy:

ChargEV Energy reserves the right to modify this section at any time and for any reason. It is your responsibility to review these modifications, as you are bound by them. This section is not intended to create an agreement or contract between ChargEV Energy and users visiting the website or providing identifiable information.
