



## Privacy Policy

*\*Last updated: April 25, 2024\**

At TSHIUETIN RAIL TRANSPORT INC., we take the protection and management of your personal information very seriously, in accordance with the *Privacy Act of Canada* and the Quebec's law *An Act to modernize legislative provisions as regards the protection of personal information*.

### 1. Administrator

The General Manager of TSHIUETIN RAIL TRANSPORT INC. is the administrator responsible for the protection of personal information.

### 2. Collection of personal information

TSHIUETIN RAIL TRANSPORT INC. collects some of your personal information, such as phone number, address, first name, last name, date of birth, band number, ID, purchase history, credit card number, email address.

### 3. Non-disclosure of personal information

TSHIUETIN RAIL TRANSPORT INC. protects your data in a secure environment with access and privacy policies designed to protect the data from any unauthorized disclosure to ensure only relevant parties have access to your data.

We commit to maintaining a high degree of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your personal information. However, as no mechanism offers perfect security, a risk always exists when using the Internet and various technologies.

We also provide access to third parties, such as service providers (information storage, technology, etc.), to enable us to operate our organization. These third-party providers may access the data through the services they provide. TSHIUETIN RAIL TRANSPORT INC. has carefully selected these third parties. If you have questions about the third parties we use, please contact us.

We will not share your data without ensuring that it adheres to our privacy policy.

#### **4. Retention of personal information**

TSHIUETIN RAIL TRANSPORT INC. retains your personal information only for the time necessary to complete the purposes for which it was collected, unless the law provides for a different retention period to meet legal, accounting, or notice requirements to the appropriate government agencies.

#### **5. Access and correction of your personal information**

You have the right to know if we hold personal information about you, to review it, and to request details about its collection, use, and any potential communication by sending an email to [acces@tshiuetin.net](mailto:acces@tshiuetin.net). This information will be provided within 30 days following your written request. If an error is detected, you have the right to request a correction, and we will correct any proven error.

In case of dissatisfaction, complaint procedures will be provided, in accordance with the provisions of the laws.

#### **6. Consent**

By browsing TSHIUETIN RAIL TRANSPORT INC.'s website, you accept this Privacy Policy.

#### **7. Complaint**

If you have any questions or comments about this Policy or if you have a complaint about its non-compliance, please contact us in writing or by email at [acces@tshiuetin.net](mailto:acces@tshiuetin.net).

Complaints are recorded in a centralized register accessible only to designated staff. The Complaints Officer reviews each complaint for relevance and seriousness. Complaints that are frivolous, defamatory or without obvious merit may be dismissed, with justification provided where appropriate.

#### **8. Modification**

TSHIUETIN RAIL TRANSPORT INC. reserves the right to modify this policy at any time and commits to communicate the information if a change occurs.