

PRIVACY POLICY

No.: POL-AJGC-002

Status: Active

Issuing department: Legal Affairs, City Clerk and Communications

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Date of approval by Council: N/A

Date of approval by the Access to Information Committee: April 16, 2025

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Effective date: April 16, 2025

Date of amendment: August 15, 2025

Classification rating: To be determined

1. APPLICATION AND CONSENT

This policy applies specifically to personal information (hereinafter: “PI”) that you provide to the City or that the City collects through technological means, including its website. It supplements the general rules set out in the Directive on the Governance Regarding the Protection of Personal Information.

When you browse our website or use other technological means made available to you by the City, you consent to our use and disclosure of the PI collected in accordance with the following.

This policy does not apply to:

- PI transmitted through a technological means whose specific terms of use prohibit the sharing of PI (e.g., the chatbot available on the City's website);
- websites operated by third parties over which we have no control. If you follow a link to a third-party site (for example, to register for an event organized by a third-party partner of the City), the privacy policy of that site will apply.

The term “law” refers to the Act respecting Access to documents held by public bodies and the Protection of personal information.

2. OBJECTIVES OF THE POLICY

The City is committed to protecting the confidentiality and security of your PI, in accordance with its obligations in this regard.

This policy describes how we collect, use, and disclose your PI through technological means. It also outlines some of your rights.

3. WHAT IS MEANT BY “PERSONAL INFORMATION” ?

Personal information is information that relates to a natural person and allows that person to be identified, either directly or indirectly.

4. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

When you browse the City's website or use any technology provided by the City or used to communicate with us, we collect the information you provide and certain PI about you.

We collect your PI in the situations listed below, or in similar situations. When you:

- Fill out an online application form, for example:
 - Overnight parking
 - Tree assessment/felling authorization
 - Information of the Electronic Boards
 - Garage sale
 - Branch collection
 - Special waste collection
- Apply for a permit
- Are in the process of applying for a job with the City
- Contact us by phone and we record the calls
- Browse our website.

5. WHAT INFORMATION DO WE COLLECT AND WHY?

We collect PI for various reasons, including to better serve you, provide you with certain services, respond to your questions, process your requests, and administer our website.

We only collect the PI we need for these purposes, and it is only accessible to City employees who need to consult it in the course of their duties.

The City's website may use cookies to provide you with a richer browsing experience, improve its performance, and generate audience statistics. You can always disable or refuse the use of cookies, but we may not be able to continue to provide you with the service you were using, or the tool you are using may not perform as well.

We may sometimes need to use your PI to:

- Comply with our legal obligations
- Prevent cyber threats and fraud
- Respond to requests, warrants, and orders from courts and other agencies
- Protect your rights and interests, as well as those of the City
- Cooperate in legal proceedings or investigations

6. WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

In certain circumstances, we use service providers to help us serve you. Before sharing your PI with them or giving them access to it, we take contractual measures to ensure that they agree to comply with this policy and to adequately protect your information. These providers may only use your information in connection with the execution of their contract.

In other cases, the City may have to disclose your PI to other public bodies or organizations responsible for crime prevention, to a court, or to any person pursuant to an order. All disclosures of PI are made to organizations or persons permitted by law and within the limits provided therein.

7. WHERE IS YOUR INFORMATION STORED?

We prefer to house and treat your PI in Quebec. However, the law provides that in certain circumstances, they may be housed outside Quebec, but only within the limits set out in the law.

8. HOW LONG IS YOUR INFORMATION STORED?

We retain your PI for as long as necessary for the purposes for which it was collected, to comply with our legal obligations, to enter into agreements with suppliers, if applicable, or until the retention period required by the City's retention schedule adopted in accordance with the Archives Act.

9. HOW DO WE PROTECT YOUR INFORMATION?

Measures

We have implemented physical, administrative, and technical safeguards to protect the confidentiality and security of the PI we hold, including to prevent unauthorized access.

Disclaimer

However, no security measures are absolute or fully guaranteed. If you have reason to believe that your interaction with us is no longer secure (for example, if you suspect that the security of the information you have provided to us has been compromised), please contact the City immediately using the contact information provided in the “How to Contact Us” section of this policy.

10. WHAT ARE YOUR RIGHTS REGARDING YOUR INFORMATION?

Access, deletion, and correction

You may request access to the PI we hold about you and, where applicable, request corrections, as permitted or required by law. You may also request the deletion of outdated or unjustified information or submit comments in writing.

11. HOW TO CONTACT US?

If you have any questions or comments, or wish to exercise a right regarding this policy or the protection of your PI, please contact the Person in charge of access to documents and the protection of personal information at the following address:

Me Annie Riendeau
City Clerk and Director – Legal Affairs, Office of the City Clerk and Communications
ville@ddo.qc.ca
514-684-1010

This person is also responsible for responding to requests for access or correction.

12. COMPLAINT HANDLING

A person affected by PI may avail themselves of the PI protection complaint handling process set out in the Directive on Governance Regarding the Protection of Personal Information.

13. COMING INTO FORCE AND REVISION

This policy comes into force on April 16, 2025, and will be reviewed as necessary, or at least every two years after it comes into force.

Notice of change: This policy has not been changed since it came into force.