



Policies and Practices Governing the Management of Personal Information

Le repos Saint-François d'Assise is committed to protecting all personal information collected and used in managing its activities.

OBJECTIVES

Our privacy policy outlines the standards for the collection, use, disclosure and retention of your personal information. It also explains how we protect your personal information and your right to access it.

PERSONAL INFORMATION

Personal information is defined as any information pertaining to an individual that allows that person to be identified. However, an individual's name and professional contact information (title, address, telephone number and email address) are not personal information.

Personal information must be protected regardless of the medium it is stored on or its form: written, graphic, audio, visual, computerized or other.

CONSENT

When we need to obtain personal information about you, we first ask for your written consent to the collection, use or disclosure of your personal information for the purposes identified. We will seek your consent for any other use and disclosure of your personal information or when the purposes for which it was collected change, unless otherwise authorized in the collective agreement applicable to you, if any.

Our company undertakes to use the information provided solely for the purposes for which it was collected and to retain it for the time required to provide the service requested.

However, we may collect, use or disclose information without your consent where permitted or required by law. In certain circumstances, we may collect, use or disclose personal information without your knowledge or consent. Such circumstances arise when, for legal, medical or security reasons, it is impossible or unlikely to obtain your consent, or when the information is needed to investigate a possible breach of contract, to prevent or detect fraud, or to enforce the law.

LIMITS TO THE COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

The purpose for which information is collected is generally to confirm an individual's identity, enter into a concession agreement or prearranged funeral service agreement, provide funeral

services, populate our website's deceased person search page, create an employee file, and comply with legal requirements (certain information required for tax purposes).

The collection, use and disclosure of your personal information is limited to the purposes identified above. Your personal information can only be accessed by authorized persons, and then only in the context of the tasks assigned to them.

RETENTION OF INFORMATION

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected. When we destroy personal information, we do so in accordance with the law and our records retention policy. In addition, when we destroy your personal information, we take the necessary steps to ensure its confidentiality and that no unauthorized person has access to it during the destruction process.

ACCURACY

Personal information must be as accurate, complete and up to date as is necessary for the purposes for which it is to be used.

Personal information that is used on an ongoing basis, including personal information that may be disclosed to third parties, will generally be accurate and up to date, unless limits on the accuracy of such information are clearly set out.

We do not routinely update personal information unless it is necessary to fulfil the purposes for which it was collected.

The degree of accuracy, up-to-datedness and completeness of personal information will depend on the data you enter when completing the consent to collection form and the personal information you provide.

LIABILITY

We are responsible for protecting the personal information in our possession, including that which we entrust to third parties for processing purposes. We require these third parties to store this personal information according to strict confidentiality and security standards.

Our privacy officer oversees this privacy policy and related processes and procedures to protect your personal information.

Our staff is informed and properly trained on our data protection policies and practices.

SECURITY MEASURES

We have implemented and continue to develop stringent security measures to ensure that your personal information remains strictly confidential and is protected against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

These security measures include organizational measures such as restricting access to what is necessary, backing up and archiving data (using an external system, etc.), and technological measures such as the use of passwords and encryption (for example, frequent password changes and the use of firewalls).

ACCESS TO PERSONAL INFORMATION

Only authorized personnel can access your personal information. Le repos Saint-François d'Assise ensures that these individuals are qualified to access this information and that access is necessary to perform their duties.

REQUEST FOR ACCESS TO INFORMATION AND MODIFICATIONS

You have the right to know whether we hold personal information about you and to access this personal information. You also have the right to ask questions about how this information was collected and used and to whom it was disclosed.

We will provide you with such information within a reasonable period of time from the date we receive your written request. A reasonable fee may also be charged to process your request.

Under certain circumstances, we may refuse to provide you with the requested information. Exceptions to your right of access include cases in which the information requested concerns other individuals; the information cannot be disclosed for legal, security or copyright reasons; the information was obtained as part of a fraud investigation; the information can only be obtained at prohibitive cost; the information is subject to litigation or is privileged.

When we hold medical information about you, we may refuse to provide it directly to you and request that it be sent to a health professional designated by you.

You may verify the accuracy and completeness of your personal information and, if necessary, request that it be amended. All requests for modification will be processed within a reasonable time.

Any request for access to or modification of personal information may be sent to the address below:

PRIVACY OFFICER:

Aboubacar Biro Diallo

Email: prpsp@rsfa.ca

Phone no: 514-255-6444 (Ext. 254)

COMPLAINTS AND INQUIRIES

You may contact the privacy officer at the above address.

Any complaints concerning the protection of personal information should be sent to the privacy officer at the email address given above.

We will investigate all complaints. If a complaint is found to be justified, we will take appropriate action.

TRAINING AND AWARENESS

The company promotes best practices and respect for transparency and privacy rights in a number of ways:

- It informs all the staff on its team (consent form);
- It posts the name and contact information of the privacy officer on its website;
- It raises awareness by various means, including:
 - Information sessions on the protection of personal information, reminders during team meetings, training for staff, an action plan for the protection of personal information, a logbook, etc.

ENFORCEMENT

If for any reason you believe that the company has not adhered to these principles, please notify our privacy officer. We will then take the necessary steps to identify and correct the problem within a reasonable time frame.

UPDATING THE POLICY

This policy must be reviewed every three years. It must also be updated in the event of any substantial change in legislation or regulatory requirements.

Updated: September 23, 2023