



## Privacy policy

Société Plan de Vol Inc. (hereinafter referred to as "Idside") is committed to protecting your personal information and implements industry best practices to collect, process and protect your information in compliance with legal requirements.

### Personal information collection

For the website

In response to requests for information about the products it offers to customers, Idside collects the following information through its website ([www.idside.com](http://www.idside.com)):

- Name
- Company or organization
- Email
- Phone

The data collected is used for the following purposes:

- Follow-up on a request for information
- Book an appointment for a product demonstration

### Cookies

Idside does not use cookies or log files to collect information about you.

### Personal information collected as part of business relationships

The data collected varies according to the product and service requested or according to legal requirements. For example, data may be collected while providing customer service.

Idside treats this information securely and confidentially using rigorous physical, technological, and administrative measures. As Idside does not have access to this information, managing personal information and hosted data remains the responsibility of its customers within the contractual framework defined between the parties.

Idside ensures that hosting solution providers are certified according to recognized industry standards (ISO 27001, SOC, etc.) and comply with applicable laws, more specifically, privacy laws applicable to the context.

### Removal of personal information

Unless otherwise required by law, Idside deletes personal information when the purpose for which it was collected no longer exists, both for data collected on the website and data acquired during business relations with customers.



### Communication with third parties and outside Quebec

Idside does not share personal information with third parties unless legally obliged, and no data collected through the website is shared outside Quebec.

It should be noted that certain partners (suppliers and subcontractors) may have access to personal information. Idside ensures that these partners adhere to company policies and comply with legal requirements.

### Objection and withdrawal rights

Idside offers a right of opposition and withdrawal regarding your personal information.

The **right of objection** is the possibility offered to persons having completed the form to refuse that their personal information be used for specific purposes mentioned at the time of collection.

The **right of withdrawal** is the possibility offered to persons having completed the form to request that their personal information no longer appear, for example, on a mailing list.

### Access and communication

Idside recognizes the right of access and correction of data by individuals who wish to consult, modify, or delete information relating to them.

This right may be exercised by any of the following means:

- Mail: 110-2511, chemin Sainte-Foy, Québec (QC) G1V 1T7
- Email: [support@idside.com](mailto:support@idside.com)
- Phone: 1 866 943-7888
- Website section: [www.idside.com/en/contact.asp](http://www.idside.com/en/contact.asp)

### Security

The personal information we collect is kept confidential in a secure environment. All Idside employees adhere contractually to protecting personal information collected by Idside and are adequately trained to ensure effective implementation of the policies in place.

Our partners access personal information only to perform their duties.

To ensure the security of your personal information, we use the following technological measures, among others:

- Website secured by SSL (Secure Sockets Layer) and protocol SET (Secure Electronic Transaction)
- Infrastructure monitoring with industry-standard security software
- Firewall installation



### Commitment to the protection of personal information

Idside is committed to respecting the legislative requirements outlined in the Privacy Act.

Idside is committed to maintaining a high level of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your transactions. However, as no mechanism offers total and absolute security, the risk is always present when the Internet transmits personal information.