



Privacy Policy

The protection of privacy and information security is important to Fenplast (hereinafter "we," "our"). For this reason, we have implemented protection measures and sound management practices for your personal information in accordance with applicable laws, including Law 25.

This privacy policy (the "Policy") describes our practices regarding the collection, use, processing, communication, and retention of personal information from our customers, visitors, and users.

By using our website Fenplast.com (the "Website") or communicating with us through technological or other means, you agree that we may collect, use, process, disclose, and retain your personal information under the terms described in this policy.

Purpose of this Policy

This Policy informs you about what personal information we collect, how we process it, and when we need to communicate it to subcontractors or third parties.

The term "personal information" refers to any information about a physical person that directly or indirectly reveals something about their identity, characteristics, or activities. For example, this can include your name, date of birth, personal email address, financial information, or personal identification numbers.

Contact us

Any comments, questions, requests, concerns, exercise of a right, or complaints regarding this Privacy Policy should be directed to Carole Micheli, Privacy officer, at the following contact details:

Fenplast
160 Bd de l'Industrie,
Candiac, QC
J5R 1J3

Email: rp@fenplast.com

Consent to collect personal information

This privacy policy informs you about the following:

- What personal information we collect and for what purposes
- Our means of collection
- How we process it
- When we need to communicate it to subcontractors or third parties
- Our confidentiality and security measures
- Your rights regarding your personal information

By providing us with personal information, you authorize Fenplast to collect and process your personal information necessary to offer you our products and services. Please note that you can refuse the collection of personal information electronically by contacting us as indicated in the "[Contact us](#)" section.

The consent you give us when collecting or processing your personal information can be withdrawn at any time. We will ensure to respect your choice in compliance with our legal obligations.

In the course of our activities, we collect and use personal information through specified means such as:

- When browsing our Website
- During our communications by phone, email, or in person

Personal information collected

In the course of our activities, we may collect, process, and use different types of personal information. We strive to limit the collection of personal information to what is necessary to offer you our services or permitted by law.

Below are the personal information we collect and their use:

➤ Via our Website and all electronic means or sites:

- Identification information such as your first and last name, postal address, email address, personal phone number if you communicate with us personally and not on behalf of a company via our Website or by email;
- Information related to your purchases, communication language, and sometimes preferences or consumption habits.

➤ During your interactions with us:

- Information you choose to provide or transmit to us, such as when filling out a form (newsletter subscription, job application, after-sales service, etc.), responding to surveys, or communicating with one of our employees or representatives personally.

Use of personal information

Generally, we use your personal information for purposes allowed or required by law or for the following purposes:

- To offer or improve our products and services or develop new products and services;
- To allow job applications, respond to your questions, collect feedback and comments, or provide assistance as needed;
- To operate, maintain, supervise, develop, improve, and offer all the functionalities of our Website;
- For identity verification purposes, personal background checks as permitted by law, or to comply with our obligations under current laws and regulations;
- To send newsletters, quotes, invoices;
- To send messages, updates, security alerts, or transmit communications in accordance with the law;
- To administer a contest, promotion, survey, or other functionality of the Website or our services;
- To conduct research and analyses related to our business and services;
- To detect and prevent fraud, errors, spam, abuse, security incidents, and other harmful activities;
- To establish, exercise, or defend a right or legal proceeding.

We always respect the purposes for which we collected your personal information. If we wish to use or communicate your personal information for other purposes, we will request your consent unless permitted by law.

Individuals under 14 years old

Our Website is not intended for individuals under 14 years old. We do not knowingly collect any personal information about individuals under 14 years old. If you are under 14 years old, you should not provide us with your personal information without parental or guardian consent.

If you are a parent or guardian and learn that your child has provided us with personal information without consent, please contact us as indicated in the "[Contact us](#)" section to request the removal of that child's personal information from our systems.

Communication of personal information

In the course of our activities, we make your personal information accessible to our employees, consultants, or agents whose functions require it.

Although we try to avoid sharing your personal information with third parties, we may use service providers to perform various services on our behalf. In these circumstances, we only provide the necessary personal information for their mandate and ensure that the principles outlined in this Policy are respected.

Furthermore, these service providers offer sufficient guarantees regarding the implementation of adequate protection measures for your personal information before it is communicated to them. When our service providers no longer need your personal information, we ask them to destroy these data appropriately.

The personal information we collect and retain remains protected and securely hosted on servers located in Quebec, except for our data storage services, which may host some data outside Quebec (Canada or the United States).

We may also share, transfer, or communicate, in strict compliance with this Policy, your personal information with third parties when required by law or in the context of a commercial transaction involving the sale, transfer, or assignment of Fenplast or our assets. In this case, and if the commercial transaction is completed, we will inform you before your personal information is governed by another privacy policy.

We do not sell, trade, or otherwise disclose your personal information to third parties, except as provided by law.

Retention of personal information

Subject to applicable laws, we retain your personal information only for the necessary time to achieve the purposes for which it was collected unless you consent to your personal information being used or processed for another purpose. After this period, your personal information will be securely destroyed or anonymized.

For more information on the periods during which your personal information is retained, please contact us as indicated in the "[Contact us](#)" section.

Rights regarding personal information

You have the following rights:

Access : the right to be informed about the personal information we hold about you and to request a copy of documents containing your personal information, subject to exceptions provided by applicable law;

Accuracy and rectification : the right to have your personal information corrected, modified, and updated if it is incomplete, ambiguous, outdated, or inaccurate;

Withdrawal : the right to withdraw or modify your consent to Fenplast collecting, using, communicating, or retaining your personal information at any time, subject to applicable legal and contractual restrictions;

De-indexing : the right to ask us to stop disseminating your personal information and de-index any link attached to your name that gives access to this information if this dissemination violates the law or a court order;

Information : the right to be informed when you are the subject of a decision based solely on automated processing or when using identification, location, or profiling technologies, and the means offered to activate these functions;

Portability : the right that allows individuals to retrieve their personal information provided to an organization and transfer it to another organization of their choice. This right only applies to computerized personal information provided directly by the individual concerned;

Complaint : the right to file a complaint with the Commission d'accès à l'information, subject to conditions provided by applicable law.

To exercise any of these rights, please contact us as indicated in the "[Contact us](#)" section of this Policy.

Protection of personal information

Fenplast has implemented physical, technological, and organizational security measures to adequately protect the confidentiality and security of your personal information against loss, theft, or any unauthorized access, disclosure, reproduction, communication, use, or modification.

These measures include controlling access to our offices and equipment, implementing a secure connection between your device and our server on our Website, raising awareness among Fenplast employees about this Policy, obtaining their commitment to comply with it and respect the confidentiality of your personal information, and adopting governance aimed at the secure retention and destruction of your personal information.

Furthermore, we limit access to your personal information to staff members who need it to perform their functions. These individuals only have access to the necessary information to complete their tasks.

Despite these measures, we cannot guarantee the absolute security of your personal information. If you have reason to believe that your personal information is no longer protected, please contact us immediately as indicated in the "[Contact us](#)" section.

Limitation of liability

Fenplast commits to taking all reasonable means to ensure a level of confidentiality and security of personal information in accordance with adequate technological standards, given its business sector.

Despite the above, you declare understanding and recognizing that no computer system offers absolute security and that there is always a risk when transmitting personal information over the public network of the Internet.

You agree that Fenplast cannot be held responsible for any confidentiality breach, hacking, virus, loss, theft, misuse, or alteration of personal information transmitted or hosted on its

systems or those of a third party. You also declare waiving any claim in this regard, except in the case of gross negligence or intentional fault by Fenplast.

Therefore, you agree to release Fenplast and its officers, directors, related persons, and business partners from any liability for any damage of any kind, whether direct or indirect, incidental, special, or consequential, in connection with the use of your personal information.

In case of a confidentiality or security breach of your personal information presenting a high risk to your rights and freedom, you will be notified as soon as possible, and Fenplast will take the necessary measures to preserve the confidentiality and security of your personal information.

Cookies

We use cookies and similar technologies (collectively "cookies") to help us operate, protect, and optimize the Website and the services we offer. You can configure your browser to be informed of the installation of cookies during your visit to the Website so that you can decide in each case to accept or refuse the use of some or all cookies.

Among the cookies we collect via our Website are the following:

- **Functionality Cookies:** These cookies allow us to enhance and personalize the functionalities of the Website. They may be activated by our teams or by third parties whose services are used on our Website pages. If you do not accept these cookies, some or all of these services may not function correctly.
- **Performance Cookies:** These cookies allow us to determine the number of visits and traffic sources to measure and improve the performance of our Website. They also help us identify the most/least visited pages and evaluate how visitors navigate the Website. All information collected by these cookies is aggregated and therefore anonymized. If you do not accept these cookies, we will not be informed of your visit to our Website.
- **Targeted Advertising Cookies:** These cookies may be set on our Website by our advertising partners. They may be used by these companies to establish a profile of your interests and offer you relevant advertisements on other websites. They do not directly store personal data but are based on the unique identification of your browser and Internet device. If you do not allow these cookies, your advertising will be less targeted.

Update of this Policy

We reserve the right to modify this Policy at any time in accordance with applicable legislation. In case of modification, we will publish the revised version of the Privacy Policy, update its update date, and present an update notice on the homepage of our Website. The notice will indicate the date of its publication, the general purpose of the changes made, and the date of entry into force of the changes.

We encourage you to consult this Policy each time you access our Website to stay informed about protection measures and sound practices regarding your personal information.

If you do not approve the new terms of the Privacy Policy, we invite you to stop using our Website and services. If you choose to continue using our Website or services after the entry into force of the new version of our Policy, your use of our Website and services will be governed by this new version of the Policy.

This policy was last updated on October 15, 2024.