



VILLE DE LAC-BROME
TOWN OF BROME LAKE



**PRIVACY POLICY
TOWN OF BROME LAKE
2023**

LAST UPDATED: OCTOBER 26, 2023

Town of Brome Lake is committed to protecting the privacy and security of your personal information.

This policy is about you. It describes how we collect, use, and disclose your personal information. It also explains how you can request access to this information or have it corrected, when necessary.

When you provide us with personal information via our website or one of our mobile applications after reviewing this policy, you consent to our use and disclosure of that information in the manner described.

IN BRIEF

HOW:

When you browse our website, download one of our mobile applications or communicate with us, we collect certain information about you that allows us to identify you.

WHAT:

We collect personally identifiable information, purchase information and information about your use of our services.

WHY:

To better serve you, answer your questions, process your requests and administer our website or applications.

WHO ELSE:

Suppliers who help us process payments or communicate with you will have access to certain information.

WHERE:

We are located in Quebec, but some of our suppliers may have access to your information outside Quebec.

YOUR RIGHTS:

You have the right to request access to or rectification of this information by writing to us.

YOUR CONSENT:

You have the right to withdraw your consent at any time, but this may prevent us from continuing to serve you.

What is "personal information"?

"Personal information" may, on its own or in combination with other information, make it possible to identify you, locate you or contact you.

What information do we collect and why?

We collect only the personal information we need to provide our municipal services. For example, we may collect the following information:

Types of information	Information we may collect to serve you
ABOUT YOUR IDENTITY	<p>Mailing and correspondence addresses :</p> <ul style="list-style-type: none">➤ To receive your annual tax bill <p>Telephone number and/or e-mail :</p> <ul style="list-style-type: none">➤ To notify you of emergencies or important reports (civil protection, municipal work);➤ Publications produced by the Town to keep you informed of municipal issues and events. <p>Social Insurance Number :</p> <ul style="list-style-type: none">➤ For issuing statements 24 when registering your child for Day Camp <p>Vehicle registration number :</p> <ul style="list-style-type: none">➤ To offer you a parking space in one of the Town's parking lots <p>Medical records :</p> <ul style="list-style-type: none">➤ In the case of emergency services (fire, first responders)
USING MUNICIPAL SERVICES ONLINE	<p>When you apply for a permit or certificate of authorization (construction, renovation, etc.) : Payment of the permit or CA is made on a secure platform and the Town has no access to your financial information.</p> <p>Registration for an activity offered by the Leisure Services (day camp, sports or cultural activity) : The information you provide is used to identify you in order to communicate with you in connection with your registration. Payment for the activity is made on a secure platform and the City has no access to your financial information.</p> <p>Registration to the Pettes Memorial Library : The library is a non-profit organization that is not administered by the Town of Brome Lake. We are in no way responsible for information given to this organization.</p>

IN SUMMARY:

We may need to use your personal information to:

- Meet our legal obligations;
- Prevent cyber threats and fraud;
- Respond to requests, warrants and orders from courts or other agencies;
- Protect your and our rights and interests;
- Cooperate in legal proceedings or investigations.

Who do we share your personal information with?

In certain circumstances, we use suppliers to help us serve you. Before we disclose your personal information to them, we take reasonable steps to ensure that they agree to abide by this policy.

Where is your information stored?

We host and process your personal information in Quebec. In certain circumstances, it may be hosted outside Quebec, where we engage third-party service providers.

Your personal information may be transferred to countries other than your country of residence, which may have different rules for the protection of personal information. It is subject to the laws of the country in which it is located and may be disclosed to the governments, courts or law enforcement or regulatory agencies of that country.

However, our practices with respect to your personal information are governed at all times by this policy and applicable Quebec privacy laws.

How long do we keep your personal information?

We will retain your personal information as long as necessary for the purposes described in this policy, to comply with our legal obligations, to settle disputes and to enter into agreements with our customers or partners.

We will delete obsolete or unnecessary personal information, for example, if you tell us that you no longer wish to use our services. You may request rectification or deletion of information at any time. Learn more here (see "What are your rights?").

Town of Brome Lake, like all public bodies in Quebec, applies a document retention schedule as to how long we keep the information you provide to us.

How we protect your personal information?

Measures

We have put in place physical, administrative and technical safeguards to protect the confidentiality and security of the personal information we hold, in particular to prevent unauthorized access.

Our servers are also managed internally.

In the event of a confidentiality incident involving personal information, we will notify the authorities and the persons concerned when such an incident presents a risk of serious harm, and we will put in place measures to limit the negative consequences.

Limiting access

Only authorized and qualified personnel who need to consult your personal information in the performance of their duties have access to it. In addition, employee accounts and server access are subject to login and password protection, as well as double authentication.

Warning

However, no security measure is absolute or fully guaranteed. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe that the security of any information you have provided to us has been compromised), please contact us immediately at the address listed in the "How to contact us" section.

When does this policy not apply ?

This policy does not apply to websites operated by third parties over whom we have no control. If you follow a link to a third-party site, the privacy policy of that third-party site will apply. We are not responsible for their privacy policies, procedures or practices. We encourage you to review these policies before submitting any personal information to these third-party sites.

What are your rights regarding personal information?

Access, suppression and rectification

You may access the personal information we hold about you and, where appropriate, request rectification, as permitted or required by law. You may also request the deletion of outdated or unjustified information or make comments in writing.

However, to ensure that the personal information we hold about you is accurate and up-to-date, please inform us promptly of any changes.

Withdrawal of consent

You may also withdraw your consent to the use and disclosure of your personal information. However, we may no longer be able to offer you certain services.

To exercise your rights, please write to us at greffe@lacbrome.ca (see also "How to contact us"). We may ask you for proof of identity to ensure that it is you.

To find out more about your rights under Quebec laws protecting your privacy, consult the following legislation:

- Charter of Human Rights and Freedoms (RLRQ, c. C-12);
- Act respecting access to documents held by public bodies and the protection of personal information (RLRQ, c. A-2.1);

- Archives Act (RLRQ, c. A-21.1);
- Civil Code of Quebec (RLRQ, c. CCQ-1991)

How to contact us ?

If you have any questions or comments about this policy or the protection of your personal information, please contact our Privacy Officer at the following contact details:

Privacy Officer

Owen Falquero

Director, Registry and Legal Affairs

122 Lakeside Road

Lac-Brome, Québec. J0E-1V0

Telephone: 450 243-6111, ext. 236

E-mail: greffe@lacbrome.ca

Our Privacy Officer is responsible for responding to requests for access or rectification, information and any complaints you may have regarding our practices with respect to your personal information.

Will we update this policy?

If we make material changes to this policy, for example, to comply with new legal requirements, we will give you one month's notice so that you can make an informed choice about your use of our services. We will make the new version available to you on the website, indicating the date of the last update. If you have provided us with your contact details, we will send you a notice of modification.