



## Privacy Policy Privacy Policy for Website Users

[RH-00023-01]

This document is not controlled when printed.

**This Privacy Policy describes the privacy practices of Nortera Foods Inc. (“we,” “our”). This Privacy Policy applies to you as it describes the types of personal information that we collect from and about you online and offline. It applies when you interact with us or use our website. It explains how we use, store and share the information that we collect and how you can request access to such information or have it corrected, where necessary. This policy is complemented by our framework policy, which sets out the rules that apply to personal information throughout its lifecycle; provides a framework for the exercise of the rights of individuals; and defines the roles and responsibilities of stakeholders regarding the protection of personal information within Nortera. For more information, please contact us at [vieprivee@norterafoods.com](mailto:vieprivee@norterafoods.com)**

**When, after reading this policy, you provide us with personal information through our website or one of our mobile applications, you consent to our use and communication of such information in the manner described.**

## SUMMARY

**How?** When you browse our website or contact us, we collect certain information about you.

**What?** We collect information that makes it possible to directly or indirectly identify you and information about how you use our website.

**Why?** To better serve you, answer your questions, protect you, ensure that we meet our obligations and manage our website.

**With whom is the information shared?** Service providers who help us provide our services to you and government agencies in order to meet our obligations.

**Where?** We are located in Quebec, but some of our service providers may have access to your information outside Quebec.

**Your rights:** You are entitled to request access to or a rectification of information by writing to us. You may also withdraw your consent.

**Your consent:** You may withdraw your consent at any time, but this may prevent us from continuing to serve you.

Click [here](#) to learn more.

## What is personal information?

“**Personal Information**” means information that makes it possible to directly or indirectly identify a person. This information may include your name, mailing address, email address and telephone number.

## How do we collect your Personal Information?

We collect your Personal Information when you:

- visit our website
- enter information on our website
- apply for a job
- contact us by telephone, email or using the contact forms available on our website

## What information do we collect and for what purposes?

We only collect the Personal Information that we need to offer our products and services. As such, we may collect the following information:

- To provide you with the services, support and information you request as a consumer:
  - Name
  - Email address
  - Address
  - Telephone number
  - Purchased product for which request is made
  - Information provided when communicating with us
  - Any file shared as part of the request
- To process your partnership application:
  - Reason for request
  - Name
  - Email address
  - Country
  - Content of the communication
  - Any file shared as part of the request
- To evaluate you as a candidate, process your job application and manage the employment relationship:
  - Name
  - Email address

- Telephone number
  - Resume
  - Cover letter
  - Desired position and location
  - Content of the communication
  - Any other information that you provide to us either through an unsolicited application or when you apply for a job
- To process your donation or sponsorship request:
    - Name, description and location of event or initiative
    - Name and address of the organization on behalf of which you are applying and whether it is a non-profit organization
    - Type of support sought (amount)
    - Contact information of the natural persons making the request:
      - Name
      - Telephone number
      - Email
      - Employment relationship with Nortera
    - Content of the communication
    - Any file shared as part of the request
  - To conduct marketing activities and to operate, maintain, improve and offer all the functionalities of our website:
    - Connection address (IP)
    - Information about your device and browser
    - Date, time and length of your visits
    - Pages visited and browsing history
    - Browsing preferences
    - Interaction with the website
    - Search history
  - In general, we may need to use your Personal Information to:
    - Meet our legal obligations
    - Prevent cyber threats and fraud
    - Respond to claims, warrants and orders from courts and other bodies
    - Protect your rights and interests along with our own
    - Collaborate in legal proceedings or investigations

## **How do we use cookies and other technologies?**

Both we and our service providers may use cookies or other technologies to make it easier for you to browse our websites, to perform analyses, show you relevant advertising, subject to certain restrictions described below, and remember certain information while you are using the website.

Information collected through cookies and other technologies may include your IP address, geolocation information, device information, browsing activity and search engine referrals. When you enable these features, our advertising and analytics partners may collect precise geolocation information to provide tailored advertising and analytics services. You can always control the collecting of location information using your device settings. In addition, you can adjust your browser settings to alter or block cookies or other tracking technologies. You should note, however, that without these technologies, certain features on our website may not be available.

To learn more about how we use cookies and other technologies to collect information when you visit our websites, please read our [Cookie Policy](#).

### **Do we collect information from minors?**

Our products on this website are intended for use by persons who are legally considered to be adults in their territory of residence. We do not voluntarily collect Personal Information directly from persons under the age of majority (minors).

If your child has provided us with personal data and you would like to request that such data be deleted, please contact us as described below in the [How to contact us](#) section.

### **With whom do we share your Personal Information?**

In certain circumstances, we use the help of service providers to better serve you. For example:

- We may share your Personal Information with our affiliates and service providers who assist us in conducting our business, including responding to your inquiries, communicating with you and conducting market research. Please find below a non-exhaustive list of our service providers:

<b>Third parties</b>	<b>What they do for us</b>
[●]	Donation management software
[●]	Telemarketing
[●]	Website
[●]	Direct-mail advertising
<a href="#">Google AdWords</a>	Advertisement solution
<a href="#">Google Analytics</a>	Audience analysis service

Other partners We may occasionally do business with other partners. To find out more, please contact us at the address indicated in the **How to contact us** section.

- We communicate information to government officials, such as law enforcement authorities, courts and regulatory authorities.
- We may also transfer your Personal Information to a successor entity in the event of a merger, consolidation or other corporate reorganization in which Nortera participates, or to a purchaser of all or substantially all of Nortera's assets who agrees to use your personal information in accordance with this policy.

In such cases, we take steps to ensure compliance with the rules set out in this privacy policy and require the service provider to keep your Personal Information confidential and secure. We also require that they use it only for the purposes for which it was provided. Lastly, our service providers must destroy your Personal Information once their mandate is complete and their limited objectives attained.

### **Where do we host your Personal Information?**

Your Personal Information is stored and processed in Quebec, Canada. In some cases, it may be hosted outside Quebec in any country, state or province where we have facilities or use third-party service providers.

In addition, we may share Personal Information with our affiliates, external service providers and third parties in other countries. Countries to which your Personal Information is transferred or in which it is hosted may have different data protection laws than the country in which you live. In particular, laws may require the disclosure of your Personal Information to the authorities of these countries.

However, our practices regarding your Personal Information are at all times governed by this policy and the privacy legislation applicable in [Canada](#) and [Quebec](#).

In the case of any cross-border data transfer (the transfer of your Personal Information to other countries), Nortera will implement appropriate safeguards to provide an adequate level of protection.

### **How long do we retain your Personal Information?**

We retain the information we collect for as long as necessary to fulfill the purposes for which we collect it, as required or permitted by law, or for other legitimate purposes such as data recovery, dispute resolution and fulfillment of contractual obligations.

We delete obsolete or unnecessary Personal Information, for example should you inform us that you are definitely ceasing to use our services. You may at any time request the rectification or deletion of information.

In some cases, we anonymize Personal Information such that there is no serious possibility of linking the anonymized data to an identifiable person. In such cases, we may use anonymized data without prior notice and for serious and legitimate reasons.

## How do we protect your Personal Information?



### Safeguards

We have implemented physical, administrative and technical safeguards to protect the confidentiality and security of the Personal Information that we hold, including to prevent accidental or unauthorized access or the use, loss, destruction, communication or altering during transmission or storage of Personal Information.



### Access restrictions

Only authorized and qualified personnel who need access to your personal information in the performance of their duties have access to it. In addition, employee accounts and server access are subject to two-factor authentication.



### Warning

However, no safety 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 indicated in the **How to contact us** section.

## What rights do you have regarding your Personal Information?

You are entitled to access and rectify your Personal Information. These rights may be limited in certain circumstances.



### Access, deletion and rectification

You may **access** your Personal Information and, where appropriate, request **rectification**, as permitted or required by



### Withdrawing your consent

You may also **withdraw your consent** to the use and communication of your Personal Information. However, we may

law. You may also request the **deletion** of no longer be able to offer you certain outdated or unwarranted information, or products or services. make written comments.

However, to ensure that the Personal Information that we hold about you is accurate and up to date, please inform us of any changes without delay.

To learn more about your rights under the privacy laws of Quebec and Canada, visit the following links: [Canada](#) and [Quebec](#) (in French only).

To exercise your rights, see the **How to contact us** section. We may ask you for identification to confirm your identity.

### **When does this policy not apply?**

This policy does not apply to websites operated by third parties over which we have no control. If you follow a link to a third-party website (for example, to register for an event), the privacy policy of that third-party website will apply.

We may not be held liable for their privacy policies, procedures or practices regarding the protection of Personal Information. We invite you to review such policies before submitting Personal Information to such third-party websites.

### **How to contact us**

If you have any questions about how Nortera collects, uses or shares your Personal Information, or if you wish to exercise your rights, please contact the Privacy Officer using at the contact information below.

#### **Privacy Officer**

140 De l'Équinoxe Street  
Brossard, Quebec  
J4Z 0R4 Canada

[privacy@norterafoods.com](mailto:privacy@norterafoods.com)

Our Privacy Officer is responsible for responding to requests for access to or rectification of information and any complaints that you may have regarding our practices regarding your Personal Information.



## Will we amend this privacy policy?

We may update this privacy policy from time to time. Should we make material changes to this policy, for example, to comply with new legal requirements, we will notify you 30 days in advance so that you can make an informed decision regarding your use of our services. In all cases, we will make the new version available on our website, indicating the date of the last update.

Nortera encourages you to read this policy from time to time to learn about any changes. Any changes will be effective upon posting of the revised Privacy Policy, and your continued use of this website or our interactive features will be subject to the Privacy Policy in effect at that time.

**DATE OF LAST UPDATE: 2022-09-22**