



GUIDE FOR LAW ENFORCEMENT AGENCIES

LUMII SOLUTIONS

Version 2025.1 – For use by Canadian authorities only

1. PURPOSE AND LEGAL BASIS

This guide describes the procedures and requirements applicable to any request for information, emergency request, or data preservation request made to **Lumii Solutions** in the context of police or judicial investigations.

Lumii Solutions is governed by the *laws* and regulations of Quebec and Canada, including:

- ✓ The *Act respecting the protection of personal information in the private sector (Bill 25)*;
- ✓ The *Personal Information Protection and Electronic Documents Act (PIPEDA)*;
- ✓ The *Criminal Code* of Canada;
- ✓ And Articles 35, 37, and 1457 of the *Civil Code of Québec*, which guarantee privacy and civil liability with regard to the processing of personal information.

2. PURPOSE OF THE GUIDE

This document is intended to inform *law* enforcement agencies in Canada (federal, provincial, or municipal) of the procedures and requirements applicable to any request for information or preservation of data addressed to **Lumii Solutions**.

The purpose of this guide is to clarify for law enforcement agencies in Canada how to contact **Lumii Solutions** to obtain information related to an investigation. It describes:

- ✓ Submission procedures (orders/warrants, emergencies, preservation orders, preliminary applications);
- ✓ Official contact details and secure transmission requirements;
- ✓ The types of technical information that can be provided and those that cannot be provided without a warrant;
- ✓ Processing times and conditions, territorial scope (Canadian authorities only), and applicable retention rules.

This document does not constitute legal advice. It is intended to ensure effective collaboration in accordance with applicable *laws*.

3. LEGAL BASIS

Lumii Solutions operates in compliance with *the laws* and regulations of Quebec and Canada, including:

- ✓ *Act 25 – Act respecting the protection of personal information in the private sector*;
- ✓ *PIPEDA – Personal Information Protection and Electronic Documents Act*;
- ✓ *Criminal Code* of Canada;
- ✓ *Civil Code of Québec*, art. 35 (privacy), art. 37 (necessary collection/disclosure) and art. 1457 (civil liability).

4. TYPES OF REQUESTS PROCESSED

Lumii Solutions only accepts requests from recognized Canadian authorities (*RCMP, SQ, municipal police services, authorized government agencies*).

4.1. Request for information on territorial jurisdiction

Confirm the location of the service (city/province) and whether **Lumii Solutions** serves the area.

4.2. Request for information on the existence of documents or data

Confirm the existence of information for an account and the retention period (e.g., > 60 days). No confidential data (name, address, email, etc.) is transmitted at this stage.

4.3. General disclosure order (*signed by a judge*)

Authorizes the disclosure of confidential information, including:

- ✓ Account holder identification (name, address), contact information (email, phone number);
- ✓ Technical information (IP addresses, connected devices, Internet usage history, access dates).

4.4. Request for data preservation

Temporary retention of activity *logs/IP* addresses for up to 90 days, renewable upon official request.

Preservation is not disclosure: no data is transmitted without a subsequent warrant/order.

5. INTERNAL PROCEDURES (processing by **Lumii Solutions**)

1. Receipt of request (email, fax, official mail).
2. Validation of type and scope (preservation, order, preliminary request).
3. Verification of badge number and identity of the officer (*SQ/RCMP/municipal*).
4. Collection of authorized information according to the legal basis.
5. Drafting of official correspondence on letterhead.
6. Signature by authorized person (legal/compliance).
7. Secure transmission (encrypted email or agreed channel).

6. EMERGENCY SITUATIONS

An emergency is any immediate and real risk to life, health, or safety (e.g., sexual exploitation of a child, threat of serious injury or death, abduction). In such cases, **Lumii Solutions** may disclose without a warrant the information strictly necessary under *PIPEDA 7(3)(e)*. Minimum requirements: identification of the officer (name, badge number, home unit), description of the immediate risk, subsequent written confirmation.

7. SECURE TRANSMISSION (Official contact information)

Josée BOUCHER, Legal Technician

✉ j.boucher@lumiisolutions.com

☎ 450-346-4140 ext. 0 (24/7 emergency line – authorities only)

☎ 450 346-4140 ext. 314 (Monday to Friday from 8:30 a.m. to 5:00 p.m.)

8, boulevard du Frère André, P.O. Box 68, Mont-Saint-Grégoire, Quebec, J0J 1K0

Sensitive documents: password or encryption required.

8. TYPES OF INFORMATION THAT MAY BE DISCLOSED

TYPE OF DATA	EXAMPLES	CONDITIONS
Identification of the holder	Name, address, telephone number, email address	Signed order/mandate
Technical information	IP addresses, connected devices, connection/usage history	Order/warrant or emergency (PIPEDA 7(3)(e))
Service and billing	Type service, subscription dates, payment history	Prescription or legal requirement
Content	Emails, calls, messages, browsing	Never without a specific warrant

9. STORAGE AND DELETION

- ✓ Technical data and activity logs: retained for the entire duration of the account's activity account, available for consultation since its creation.
- ✓ Upon account closure: retention for up to twelve (12) months for legal and/or investigative purposes, then secure deletion or anonymization, in accordance with *Law 25*.

10. RESPONSIBILITIES AND COMPLIANCE

Lumii Solutions implements robust administrative, technical, and physical measures. Any disclosure is documented, validated by the legal department, and carried out strictly in accordance with applicable Quebec and Canadian *laws*.

11. OFFICIAL CONTACT

Lumii Solutions Legal and Compliance Department

Josée BOUCHER, Legal Technician

✉ j.boucher@lumiisolutions.com

☎ 450-346-4140, ext. 0 (24/7 emergency)

☎ 450-346-4140 ext. 314 (Monday to Friday, 8:30 a.m. to 5:00 p.m.)

☎ 380, 4th Avenue, P.O. Box 911, Saint-Jean-sur-Richelieu, Quebec, J2X 4J5