



## PRIVACY POLICY

Revised August 28, 2025

### 1. General

The confidentiality of confidential information, data, and information is of the utmost importance to **Lumii Solutions**, which strives to protect it and comply with the requirements of the *Act respecting Access to documents held by public bodies and the Protection of personal information* (Access Act; CQLR, chapter A-2.1) and any other applicable laws or regulations.

The purpose of our *Privacy Policy* is to inform you about the nature of the confidential personal information, data, and information we collect about you, how that information will be used, the circumstances under which it may be disclosed, and the choices available to you regarding the use of your information. Please read this *Privacy Policy* carefully.

**Lumii Solutions'** information management policies and procedures have been established with the understanding that Internet technologies are constantly evolving and that e-commerce methods are changing to meet the needs and new opportunities generated by these constantly changing technologies.

### 2. Nature of Information

In providing services to its customers, **Lumii Solutions** collects and stores information and communications about its customers that they may consider to be confidential or sensitive. This information is provided to **Lumii Solutions** by customers for the purpose of providing services.

In addition, **Lumii Solutions** may store its customers' email and other communications in order to transmit and deliver them.

### 3. Personal Information

This refers to any information that personally identifies you or allows us to contact you. This includes, but is not limited to: your first and last name, home address, home or cell phone number, email address, credit card information, banking information, as well as any data related to your customer account, your service choices, and your billing history.

Your personal information is collected solely for the purposes set out in this Policy and is never sold or rented to third parties for commercial purposes. The third-party service providers we use are contractually bound to comply with confidentiality commitments and offer equivalent protection guarantees, in accordance with *Act 25 (Quebec)*.

#### 4. **Data security**

Your personal data is stored in a secure environment. **Lumii Solutions** implements reasonable technical, administrative, and organizational measures to protect your personal information from loss, theft, unauthorized access, or disclosure.

The information is kept for as long as necessary to provide the service and for a maximum period of twelve (12) months after the end of your contract, unless otherwise required by law. After this period, it is securely destroyed or anonymized.

#### 5. **Use of Information**

All personal data collected by **Lumii Solutions** is used solely:

- To provide and manage the services subscribed to;
- To ensure billing and account management;
- To communicate with you (notices, updates, and promotional offers, where permitted); - To comply with our legal and regulatory obligations.

In accordance with *Law 25*, you also have the right to the portability of your personal information, which can be sent to you in a structured and commonly used technological format, upon request.

#### 6. **Retention period**

**Lumii Solutions** retains your personal information only for as long as necessary for the purposes for which it was collected. At the end of this period or after the termination of your contract, your data will be deleted or anonymized within a maximum of twelve (12) months, unless otherwise required by law.

#### 7. **Use of cookies**

Cookies are used to facilitate safe navigation of our site. These cookies do not collect personal information about you. You can set your browser to block cookies at any time. However, this may prevent you from using certain features of the site.

If you use a computer in a public place or share a computer with other users, be sure to delete your browsing history before ending each session.

#### 8. **User rights**

In accordance with *Act 25 (Quebec)*, you have the following rights:

- Right to access your personal information;
- Right to rectification in case of errors or inaccuracies;

- Right to delete when permitted by law;
- Right to data portability;
- Right to withdraw your consent to the processing of information based on that consent.

You may exercise these rights by contacting our Privacy Officer (contact details below).

## 9. Privacy Officer

**Lumii Solutions** has appointed a Privacy Officer (*PO*) who is responsible for ensuring compliance with our practices and responding to your requests.

Contact information for *the PPO*:

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

Phone: 450-346-0057 / 1-888-346-0057

Email: [donnees@lumii-solutions.com](mailto:donnees@lumii-solutions.com)

## 10. Modifications and revisions to this policy

**Lumii Solutions** reserves the right to revise, amend, or modify this *Privacy Policy* and its other policies and agreements at any time and in any manner. Any notice of revision, amendment, or modification will be posted accordingly.

If you have any questions about this *Privacy Policy* or the practices described herein, please contact us at the following address:

**Lumii Solutions**

380<sup>4th</sup> Avenue

P.O. Box 911

Saint-Jean-sur-Richelieu

Quebec, J0J 1K0

☎ 450-346-0057

☎ 1 888 346-0057

By filling out the form on our [Contact Us](#) webpage

**IN CONSIDERATION OF WHAT**, this *Privacy Policy* has been revised and published at the place and date indicated below,

**Lumii Solutions**

Mont-Saint-Grégoire, August 28, 2025