



PRIVACY POLICY

NégociSolutions Inc.

1. Scope and Application

This Privacy Policy (the “Policy”) sets out the terms and conditions governing the collection, use, disclosure, retention, and protection of Personal Information by NégociSolutions Inc. (the “Company”) in connection with the provision of its mediation services. This Policy applies to all Personal Information collected, whether services are delivered online or in person.

2. Definitions

“Personal Information” means any information relating to an identifiable individual, including, without limitation, contact details, financial information, and any information disclosed in the course of mediation proceedings.

3. Collection of Personal Information

The Company shall collect Personal Information only to the extent necessary to fulfill the purposes identified herein, including but not limited to identification details, dispute-related information, communications exchanged during mediation, and payment information. Such information may be collected directly from individuals or through authorized representatives.

4. Purposes of Collection, Use, and Disclosure

Personal Information shall be collected, used, and disclosed solely for the purposes of providing mediation services, managing communications and case files, processing payments, enforcing contractual obligations, and complying with applicable legal and regulatory requirements. The Company shall not use Personal Information for any other purpose without the express consent of the individual, unless otherwise permitted or required by law.

5. Consent

By engaging the services of the Company, individuals expressly consent to the collection, use, and disclosure of their Personal Information in accordance with this Policy. Consent may be withdrawn at any time, subject to legal and contractual limitations and reasonable notice. Withdrawal of consent may result in the inability of the Company to provide services.

6. Confidentiality and Disclosure

All information disclosed during mediation shall be treated as strictly confidential. The Company shall not disclose Personal Information except with consent, where required by law, or where necessary to prevent serious harm. The Company shall take reasonable steps to ensure that third-party service providers maintain appropriate confidentiality safeguards.

7. Safeguards

The Company shall implement appropriate administrative, technical, and physical safeguards to protect Personal Information against unauthorized access, loss, theft, disclosure, or misuse. Such measures include secure systems, restricted access, and encrypted communications where applicable.

8. Retention and Destruction

Personal Information shall be retained only for as long as necessary to fulfill the purposes for which it was collected and to comply with legal obligations. Upon expiry of such period, Personal Information shall be securely destroyed or anonymized.

9. Access and Correction

Individuals have the right to request access to their Personal Information and to request corrections of inaccurate or incomplete information, subject to applicable legal restrictions. Requests must be submitted in writing.

10. Limitation of Liability

While the Company employs reasonable safeguards to protect Personal Information, it does not guarantee absolute security and shall not be liable for unauthorized access beyond its reasonable control.

11. Amendments

The Company reserves the right to amend this Policy at any time. Updated versions shall be made available upon request or published on the Company's website.

12. Governing Law

This Policy shall be governed by and construed in accordance with the laws of the Province of Quebec and the applicable federal laws of Canada.