

# Privacy Policy

## INTRODUCTION

With the development of new communication tools, it has become necessary to pay close attention to protecting personal information. For this reason, we are committed to respecting the confidential nature of all documents we collect.

## COLLECTION OF PERSONAL INFORMATION

We collect the following information :

- Surname;
- Name;
- Mailing address;
- Postal code;
- Email address;
- Telephone and fax numbers.

We collect this information in forms and while interacting with you on our website. Any content accessible or available on the website or on Internet may not be the property of a third party other than yourself or the *Ombudsman de Gatineau*.

## FORMS AND INTERACTIVITY

Your personal information is gathered from these forms:

- Request for intervention or complaint, online form;
- Request for intervention or complaint, online form in PDF format.

We use collected information for the following purposes :

- Analysis of your request or your complaint;
- Statistics.

Your personal information may also be collected through the interactive nature which exists between yourself and our website:

- For statistical purposes when drafting the annual report;
- For website management (presentation, organisation).

## **RIGHT TO REFUSE OR WITHDRAW**

We are committed to offering the right to refuse and withdraw relating to your personal information.

The right to refuse is defined as the option offered to website users to decline that their personal information be used for certain purposes mentioned during their collection.

In order to exercise these rights, visit this section of the website: [Contact us](#)

## **SECURITY**

We are committed to maintaining a high degree of privacy by integrating innovating, cutting-edge technologies which ensure the confidential nature of your transactions. However, as no mechanism offers perfect security, a certain risk is always present when using the Internet to transmit personal information.

## **LEGISLATION**

We are committed to respecting the provisions of the law as stated in the Cities and Towns Act as well as in resolution CM-2006-80.