

WEBSITE PRIVACY POLICY

Revision: 2025-01-29

Aldes is committed to ensuring the protection and privacy of any personal information you provide or that we collect when you visit our website or interact with us.

In this regard, this privacy policy (hereinafter the “Policy”) is intended to inform you about the personal information we collect and how that information is stored, processed, used, shared and disclosed by us.

The Policy is designed to comply with applicable privacy legislation.

COLLECTION OF PERSONAL INFORMATION

When you visit our website, we may collect and use the following categories of personal information:

- **Identification:** *your first and last name in the forms, your user name and password to access the Customer Area and your e-mail address and account number to access the payment platform and your invoices.*
- **Contact information:** *your telephone number and e-mail address.*
- **Interactions:** *when you communicate with us by e-mail, by submitting a comment, making an appointment, subscribing to our newsletter, visiting our Customer Area, accessing the payment platform, or if you send us your curriculum vitae when applying for an internship or a job with us, we record your interaction and, where applicable, each attachment.*
- **Use of our site:** *when you browse our website, we may collect certain personal information from your browser’s cookies, which may include your IP address, language preference, date and time of visit and pages viewed. (See Terms and Conditions of Use).*

FORMS AND INTERACTIVITY

Your personal information is collected through digital forms:

- Contact form
- Newsletter subscription form
- Internship application form
- Application form
- Etc.

In addition, you must provide certain information to access your customer area and payment platform through our website.

USE OF PERSONAL INFORMATION

The personal information we collect is used only for the purposes identified at the time of collection, i.e. when you browse or disclose your information on our website. We use your personal information primarily to:

- To communicate with you and keep you informed, such as to update our internal files, to send you confirmation of an appointment, to answer a question, comment or request for information, etc;
- Personalize or enhance your experience on our website;
- Improve our products and services;
- Process job applications, internship requests and resumes, as required;
- To periodically send you promotional e-mails about new products, special offers or other information we think may be of interest to you if you have provided your consent at the time you provide us with your e-mail address;
- We may also use your information to contact you for market research purposes;
- Any other use permitted or required by applicable law.

You may withdraw your consent at any time, in whole or in part.

TRANSPARENCY PRINCIPLE

Implementing the principle of openness is essential to protecting your privacy. Aldes is committed to telling you before we collect your personal information how your information will be used and circulated so that you can exercise control over it.

We retain personal information only as long as necessary for the fulfillment of the purposes for which it was collected, or as permitted or required by law.

COMMUNICATION

Aldes will not disclose personal information for purposes other than those for which it was collected, except with your consent or as permitted or required by law.

Aldes sometimes engages third parties to process personal information for the above-mentioned purposes. In order to ensure quality and efficient service for our customers, some third parties may be located outside Quebec or may host data outside Quebec. In such cases, various safeguards are in place that may include: a strict non-disclosure agreement, the existence of security audit reports, limiting shared information to the strict minimum, the

implementation of additional technological security measures, and a Privacy Impact Assessment (PIA) is produced as required.

SECURITY

Aldes is committed to ensuring the confidentiality and protection of the personal information it holds.

To prevent unauthorized access or disclosure, we apply recognized physical, organizational, contractual and technological security measures based on industry best practices to safeguard and secure information collected online.

In addition, all employees, consultants and service providers who handle your personal information, if any, must also adhere to good security practices.

However, there is always a degree of risk involved in using the Internet to transmit personal information.

DISCLAIMER OF LIABILITY

Aldes is not responsible for the accuracy of the information you provide on our website. Subject to applicable law, you may review personal information held by us and request that appropriate corrections be made.

Our site may contain links to other sites of interest. However, once you have used these links to leave our site, you should note that we have no control over these other sites. Therefore, we cannot be held responsible for the protection and privacy of any information you may provide while visiting such sites, which are not governed by this privacy statement. You should always exercise caution and read the privacy statements applicable to such sites.

REQUEST CORRECTION OF YOUR PERSONAL INFORMATION

If you feel that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the address below. We will promptly correct any information found to be incorrect.

Any request for rectification must be in writing, made by a person providing proof of identity and will be answered within thirty (30) days of receipt by Aldes. In the event that we are unable to respond within this period, we will notify you.

You can use the forms available on the Commission d'accès à l'information website to send us your request: [For citizens | Commission d'accès à l'information du Québec \(gouv.qc.ca\) – in French](#)

[For citizens | Commission d'accès à l'information du Québec \(gouv.qc.ca\) – in English](#)

Send your requests and questions related to the rectification of your personal information to the following e-mail address:

By mail: 100, Carter Street, St-Leonard d'Aston (Québec) J0C 1M0 Canada

By e-mail: info-nam@aldes.com

RIGHT OF OBJECTION AND WITHDRAWAL

<CLIENT> is committed to offering you a right of opposition and withdrawal regarding your personal information.

- You may refuse to have your personal information used for certain purposes identified at the time of collection.
- You may request that your personal information no longer appear, for example, on a mailing list, either by writing to us or by directly using the functions available to unsubscribe (Opt-out).

Contact us at: info-nam@aldes.com

REQUEST ACCESS TO YOUR PERSONAL INFORMATION, MAKE A COMPLAINT OR ASK A QUESTION

To request access to your personal information, make a complaint or if you have any questions about this Policy or your personal information, please contact our Data Protection Officer at the following e-mail address: info-nam@aldes.com

EFFECTIVE DATE AND UPDATES

This Policy is effective as of January 1st, 2025. Aldes reserves the right to modify this Policy at any time and to communicate updates on its website.

Privacy legislation is constantly evolving and, as a result, this Policy may be subject to change by Aldes, in its sole discretion and without notice or liability to any data subject or any other person. The collection, use and disclosure of a data subject's personal information by Aldes will be governed by the version of the Policy then in effect.

LEGAL NOTICE - TERMS AND CONDITIONS OF THE WEBSITE

REVISION: 2025-01-01

Welcome to the website of Aldes (hereinafter referred to as Aldes). Aldes wishes to process the data it collects in a lawful and transparent manner. By browsing the Aldes website, you agree to comply with and be bound by the terms and conditions of use, which together with our privacy policy govern the relationship <CLIENT> will have with you in relation to this site.

The term “Aldes” or “we” or “us” refers to the owner of the website whose registered office is at 100, Carter Street, St-Léonard d’Aston (Quebec) J0C 1M0 Canada. The term “you” refers to the user of our website. Use of this site is subject to the following terms of use:

Scope

Aldes has developed these terms and conditions (the “**Terms and Conditions**”) to describe Aldes’s use of cookies and the information it collects and stores.

Definitions

“**PRI Act**” means the Act respecting the protection of personal information in the private sector, as amended by the Act to modernize legislative provisions respecting the protection of personal information (“Act 25”).

“**Data Subject**” means any identified or identifiable individual about whom Aldes collects personal information, including, but not limited to, (i) Employees, past, present and potential, (ii) customers, past, present and potential, (iii) website visitors and (iv) subcontractors and suppliers, past, present and potential.

“**Personal Information**” means any information about an identified or identifiable natural person, but excludes information that is not considered personal information under the PIP Act.

A “**cookie**” is a small text file stored by the servers of the websites you visit, or by third-party servers, in a dedicated space on the hard disk of your terminal (computer, tablet, cell phone or any other device optimized for the Internet), when you consult online content or advertising. Once accepted, it records information about your Internet browsing. During its period of validity, this Cookie file makes it possible to recognize the terminal concerned each time this terminal accesses digital content containing Cookies from the issuer. The Cookie does not identify you personally, but only your terminal’s browser.

Guidelines for use of the website

The content of the pages of our site is for your general information and use. It is subject to change without notice.

This site uses cookies to track browsing preferences. If you authorize the use of certain types of cookies, personal information may be recorded by us.

Aldes nor any of its third parties can provide any warranty as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this site for any particular purpose. We expressly exclude liability for any inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this site is entirely at your own risk, for which Aldes shall not be liable. It is therefore your responsibility to ensure that any products, services or information available on this site will meet your specific requirements.

This site contains material that is owned by or licensed to Aldes. Thus the intellectual property owned by Aldes includes, but is not limited to, the design, layout, appearance, documents and graphics. Reproduction is prohibited, except in connection with the rules governing copyright and trademarks.

All trademarks present on the site which are not the property of or licensed to Aldes, belong to their legal owners.

Unauthorized use of this site may give rise to a claim for damages and/or constitute a criminal offence.

This site may also include links to other sites. These are provided for your convenience to provide additional information. They do not signify that we endorse these sites or their content for which Aldes assumes no responsibility.

Use of this site and any dispute arising out of it is subject to the laws of the Province of Quebec, Canada. Aldes and the user agree to submit any claim arising out of these Terms and Conditions of Use to the courts of the province of Quebec. No other court or alternative dispute resolution mechanism has jurisdiction.

COOKIE MANAGEMENT

Why do we use cookies?

The Aldes website uses cookies to better understand how you use our site and interact with its content. We may use cookies to tailor the operation of the site to your needs and remember your preferences. In addition, we may use your usage data to provide targeted advertising on third-party websites. A more complete list of cookies and uses is described below.

How do we use cookies?

We use traffic cookies to identify which pages are used. This helps us analyze data on web page traffic and improve our site to tailor it to customer needs. We only use this information for statistical analysis purposes, and the data is then removed from the system.

Overall, cookies help us to provide you with a better site, by enabling us to keep track of which pages you find useful and which you haven't visited. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. When you visit the Aldes website, you can modify the settings to select the types of cookies you accept or refuse.

You also have the option of directly modifying your browser settings to refuse cookies if you prefer. However, this may prevent you from taking full advantage of the site.

What types of cookies are used?

Aldes uses both internal and third-party cookies. To give you an idea of how useful each cookie is for you, below is an overview of the four different types of cookies used on our websites:

- **Strictly necessary cookies:** These cookies are essential for basic functionality. They enable users to navigate our websites. This category of cookies cannot be deactivated.
- **Functionality cookies:** These cookies help us to tailor our websites to improve their content based on how you have used our site, and to configure features and other customizations, such as language preferences. The information tracked by these cookies is anonymous and cannot be used to influence your browsing activity on other sites.
- **Performance cookies:** These cookies collect information about how you use our website. Cookies tell us which pages you visit, how often, any errors you encounter and how we can improve your experience. They are generally collected for statistical purposes and do not contain any personal information, such as name or e-mail address. Deactivating them prevents us from collecting any information relating to your browsing on our sites.

- **Targeting and advertising cookies:** These cookies provide information about user interaction with our content to help us and third parties (including advertisers) deliver relevant advertising and measure the effectiveness of advertising campaigns. Information is collected and shared with third parties to provide audience targeting and optimization solutions for advertisers and publishers. No personal data is collected and no individual can be identified via the data collected.

Third-party cookies

Our websites contain links to other websites (LinkedIn, Instagram and Facebook). To find out more, please consult the policies provided by these third-party sites on their own cookies.

How do I manage Cookie references?

As a user, you have the right to refuse, delete or limit the use of all types of cookies when visiting the Aldes website.

In particular, you can modify your cookie preferences by adjusting your browser settings. However, the refusal of certain cookies may lead to the deterioration of a certain number of functions necessary for navigation on the website (recording or display difficulties, etc.). We cannot be held responsible for such malfunctions. In addition, deactivating advertising cookies does not mean that you will not receive advertising, but simply that it will no longer be tailored to your interests.

Contact details:

You can contact us at

By mail: Aldes North America, Att.:Personal information, 100, Carter Street, St-Leonard d'Aston (Quebec) J0C 1M0 Canada

By e-mail: info-nam@aldes.com

Changes to these terms and conditions of use:

These terms and conditions take effect on January 1st, 2025 and replace all previous versions.