

**PERSON RESPONSIBLE FOR INFORMATION PROTECTION**

I, the undersigned, Jean-François Bérubé, acting as the agency executive for *Royal LePage Evolution EB* (hereinafter referred to as the 'Company'), declare to be the individual with the highest authority within the Company. Therefore, I declare that under section 3.1 of the Private Sector Information Protection Act, I am the person responsible for the protection of personal information in the private sector.

Herewith, I delegate to Jean-François Bérubé, acting as the agency executive for the Company, the function of the person responsible for the protection of personal information that I hold.

I, the undersigned, Jean-François Bérubé, declare that I accept the function of the person responsible for the protection of personal information and confirm, for this purpose, that my name and contact information will be or have been prominently published on the Company's website in accordance with the Law.

AND WE HAVE SIGNED, this \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **Privacy Policy of *ROYAL LEPAGE EVOLUTION EB* on the Protection of Personal Information**

At *Royal LePage Evolution EB*, we respect the privacy of our clients and are committed to ensuring the accuracy, confidentiality, security and protection of your personal information.

For the purpose of providing our real estate services, including but not limited to brokerage services, real estate agency services, advice regarding the purchase and sale of real estate, lease financing, property management, and other real estate advisory services, including the sale or recommendation of real estate-related services, we collect, use, consult, and disclose personal and/or confidential information on a daily basis. Confidentiality is at the heart of our concerns in order to maintain a trusting relationship with our clients and provide the best possible services.

Therefore, we take all necessary measures to protect your personal information and thereby comply with the new requirements set out in Law 25.

This Privacy Policy relating to the protection of personal information (hereinafter the "Policy") is intended to help you understand our practices regarding the collection, use, disclosure, and retention of personal information. By providing us with personal information through our website or various social networks, by email, in person, by telephone, or otherwise, you agree that such information will be processed in accordance with this Policy and authorize *Royal LePage Evolution EB*, its representatives, and partners to process your personal information for the purposes set out below.

However, please note that this Policy does not apply to third-party websites accessed by clicking on links on this website, and *Royal LePage Evolution EB* and its representatives are in no way responsible for such third-party websites. If you follow a link to a third-party website, it will have its own privacy policies that you should review before submitting personal information.

## 1. WHO ARE WE

*Royal LePage Evolution EB* consists of experienced professionals and efficient coordinators. The synergy of their experience, humanity, and knowledge of your market makes them a qualified elite team, motivated to successfully complete your property buying or selling projects.

Each member of the Team is committed to providing their expertise to facilitate every step of the process to make your experience unmatched and profitable.

## 2. WHAT IS PERSONAL INFORMATION

Under the [Act respecting the protection of personal information in the private sector](#), the term "personal information" means "any information about an identifiable individual". It may include the individual's name, home address, e-mail address, date of birth, credit history or other financial information, credit card information, and other family information.

Professional contact information is also personal information, but no consent is required to collect, use or disclose this information for the purpose of communicating or facilitating communication with someone for professional purposes.

## 3. WHAT PERSONAL INFORMATION DO WE COLLECT

When you visit our site or communicate with us in the course of our activities and provision of services, we collect a certain amount of personal information about you, such as:

- Identity information, such as a first or last name;
- Contact information, such as a name, address, e-mail address and telephone number;
- Biographical information such as a job title, employer name, photos and video or audio content;
- Information you provide to us in the course of our service provision;
- Billing and financial information, such as a billing address, bank account information or payment data;
- Recruitment information, such as a resume, educational and professional background information, details about professional affiliations, and other relevant recruitment information;
- Identification data and other background verification data, such as a copy of a driver's license, passport, or utility bill;
- Any other personal information provided.

Please note that if you provide us with personal information about other individuals (such as your clients, administrators, executives, shareholders, or true owners), you must ensure that you have duly informed them that you are providing us with their information and have obtained their consent to such communication of information.

#### **4. HOW WE COLLECT YOUR INFORMATION AND YOUR CONSENT**

We collect your personal information from you and from our interactions with you in the course of providing services to you.

We may also collect your personal information from third parties, with your consent, or without your consent, when required or permitted by law. We may also collect your personal information from third parties, with your consent, or without your consent, when required or permitted by law.

By contacting us, voluntarily providing us with your personal information, or by browsing our website, you consent to the collection, use and disclosure of your personal information in accordance with this Policy.

By providing us with personal information about a third party, you represent that you have the consent or authority necessary to allow us to collect, use, and disclose such information in accordance with this Policy.

Please note that you may withdraw your consent at any time by contacting us in accordance with the "CONTACT US" section of this Policy.

#### **5. HOW AND FOR WHAT PURPOSES WE USE YOUR INFORMATION**

We use your personal information to provide you with our services and to meet our legal and/or regulatory obligations.

We may use personal information in any of the following ways, with your consent or, where applicable, as provided by law.

- To provide our service and other related services and to conduct our business, to administer and execute our services, including to perform our obligations under any agreement between you and us;
- To provide you with personalized information and/or offers on our Website, namely:
  - Saving real estate searches including specific criteria;
  - Adding properties to favorites;
  - Tracking statistics on properties listed for sale on the Websites.
- To contact users with a profile on our website, namely:
  - Transmit real estate alerts;

- Send periodic notifications about foreclosures, open houses, and price changes.
- To contact subscribers to the *Royal LePage Evolution EB* newsletter;
- To contact participants or winners of *Royal LePage Evolution EB* contests;
- To ensure compliance with our legal and regulatory obligations;
- To ensure the proper conduct of our business and comply with our ethical and professional obligations, including billing and record-keeping;
- For any other purpose authorized by law or to which you consent;
- For personnel recruitment purposes.

## **6. WITH WHOM DO WE SHARE YOUR INFORMATION**

We may provide your personal information to our service providers, employees, subcontractors and partners.

For example, we may provide your information to third-party service providers and/or partners who provide us with website services, application development, hosting, maintenance, and other services. However, rest assured that we limit the information we provide to these service providers to only the information that is reasonably necessary for them to perform their functions and we require them to expressly commit to preserving the confidentiality of this information. We may also provide them to third parties for statistical purposes.

In addition, we may be required to disclose personal and other information under certain laws or if we believe in good faith that such disclosure is necessary to comply with applicable laws. For example, in the event we receive a court order or subpoena or in order to cooperate with government authorities..

## **7. HOW LONG DO WE RETAIN THE INFORMATION**

We will retain personal information only as long as necessary for the purposes set out in this Policy and to comply with our legal, ethical and regulatory obligations.

## **8. WHERE DO WE STORE PERSONAL INFORMATION**

Your personal information is currently hosted in Canada. However, please be assured that our practices regarding your personal information remain governed at all times by this Privacy Policy and, where applicable, contractual confidentiality undertakings will be put in place to preserve the confidentiality of such information.

## 9. HOW DO WE PROTECT PERSONAL INFORMATION

While we cannot guarantee with certainty absolute protection of all your personal information, we take all necessary measures to ensure that the personal information we collect is protected and maintained to industry-accepted standards, both at the time of transmission and once we receive it. We maintain appropriate physical, technical, or administrative protection measures to protect personal information against theft, loss, destruction, or accidental or unauthorized disclosure, access, misuse, or any other illegal form of processing of personal information in our possession.

Additionally, when we disclose the information necessary for service provision to a subcontractor, collaborating third party, employee, or other authorized person, we ensure that they are subject to a duty of confidentiality.

Please note that you can contact us at any time to obtain more information on how your information is protected or to report an incident related to the protection of your personal information, in accordance with the "CONTACT US" section of this Policy.

## 10. WHAT RIGHTS AN INDIVIDUAL HAS WITH RESPECT TO HIS OR HER PERSONAL INFORMATION

In accordance with applicable laws on personal information protection, you have a number of rights regarding your personal information. These include, but are not limited to, the following:

- The right to accuracy of information: ensuring that they are complete, up-to-date, and accurate at the time they are used;
- The right to access information: the right to be informed about the information processed and/or used and the right to request access to personal information held, subject to applicable law;
- The right to rectify information: the right to request rectification of any incomplete, misleading or inaccurate personal information we hold;
- The right to withdraw consent to the disclosure or use of collected personal information: at any time, you may withdraw your consent to the disclosure, transmission or use of collected information.

To exercise any of these rights, please contact us in accordance with the "CONTACT US" section of this Policy.

## 11. HOW WE USE COOKIES AND SIMILAR TECHNOLOGIES

When you browse our website, we collect cookies in certain circumstances. Most of our cookies will not collect information that identifies you, but rather collect general information such as how users access the Site and how they use it.

By accessing our Site, you consent to *Royal LePage Evolution's* use of “cookies”, which are small text files placed on your hard drive by the Site. “Cookies” allow *Royal LePage Evolution*, among other things, to recognize you when you visit the Site in order to personalize your browsing experience according to your preferences and to offer you personalized services, products, promotions and advertising on our Site or any other Web site. You may, however, choose at any time not to be subject to cookies by modifying the configuration of your browser, in which case your browsing of our Site will no longer be optimized.

The use of such files allows:

- Service improvement by analyzing the performance of our Website in order to make any necessary corrections;
- Personalized greetings and geolocation to present Internet users with relevant properties via our Website search engines;
- Advertising targeting on our Website and advertising retargeting on our partners' sites and on social networks;
- Statistics to generate reports on the traffic of our Website.

The use of such files does not allow us to collect the Personal Information mentioned in section 3. However, the Information we collect may be associated with your profile on our site. When Information is associated with your profile, the Information in question will be treated as Personal Information.

For any questions regarding the use of cookies, please contact us in accordance with the "CONTACT US" section of this Policy or consult the cookie policy via the following hyperlink:

<https://www.equipeberube.com/>

## 12. HOW TO CONTACT US

For more information, to provide feedback or lodge a complaint regarding this Policy or personal information, or to exercise your rights, contact our Privacy Officer, Jean-François Bérubé, Agency Manager, by e-mail at [vieprivee@groupepemer.ca](mailto:vieprivee@groupepemer.ca), by telephone at (819) 820-8363, or by mail at the following address:

1000 boul. Lionel-Groulx, bur. 202, Sherbrooke (Qc) J1L 0H5

### **13. HOW WE UPDATE THIS POLICY**

Our Policy is regularly updated to comply with various legislative changes. As a result, we may change the content of our site and our use of cookies without notice and, therefore, your continued use of our website constitutes your acceptance of the Policy and any updates.

This Policy was last updated on May 5, 2024.



## **TERMS AND CONDITIONS**

### **Acceptance of Terms of Use**

By accessing, browsing and using the *Royal LePage Evolution EB* website, you are deemed to accept these terms of use. Please be advised that these conditions may be modified at any time, without prior notice.

These terms and conditions are supplemented by our Privacy Policy, which is available on our website at: <https://www.equipeberube.com/>

### **No legal advice**

The information published on our website is for informational purposes only and is intended only to provide general information about *Royal LePage Evolution EB* and the services we offer, such as real estate brokerage, real estate agency services, advice on buying and selling real estate, real estate leasing, property management, and other real estate advisory services, including the sale or recommendation of real estate-related services. Therefore, the information should not be considered legal advice, in whole or in part.

### **Disclaimer of Liability**

*Royal LePage Evolution EB* does not warrant the availability, operation and content of this Website. In addition, while we endeavour to provide accurate and complete information, we cannot guarantee its quality, accuracy or completeness. Consequently, *Royal LePage Evolution EB* cannot be held liable at any time for any damages, direct or indirect, arising from your visit to this website.

### **Ownership, copyright and use of the website**

The contents of this site are protected by copyright and may not be reproduced in any form without the prior written consent of *Royal LePage Evolution EB*. Your access to and use of this website does not give you any rights to its content. You may not use the website for any commercial or resale purposes. We may restrict or prohibit access to the Website at our sole discretion at any time without notice.

### **Links to other websites**

The website may include links or references to websites or documents published by third parties for your convenience or information. *Royal LePage Evolution EB* is not responsible for and has no control over other sites or their activities, products, services or content. Accordingly, *Royal LePage Evolution EB* assumes no responsibility for them.

These terms and conditions were last updated on May 5, 2024.

## Cookie Policy

We use cookies and similar tools on our website (hereinafter the “Site”) to improve its performance and enhance your experience. This Cookie Policy (hereinafter the “Policy”) describes how we use cookies.

### 1) WHAT ARE COOKIES?

Cookies are small text files that a website may place on your computer or mobile device when you first visit a site or page. Cookies help the Site, or another website, recognize your device the next time you visit. We use the term “cookies” in this Policy to refer to all files that collect information in this way.

Cookies have many uses. For example, they may help us remember your preferences, analyze the operation of the Site, or they may even allow us to recommend content that we believe is most appropriate for you.

Most cookies will not collect information that identifies you, but rather collect general information, such as how users access and use the Site.

Cookies do no harm to the device, but make it easier, for example, to retrieve preferences, pre-fill certain fields and adapt the content of the Site's services. This data allows for the improvement of usability and services based on your interests.

### 2) WHAT TYPES OF COOKIES DO WE USE?

The information collected through cookies helps us analyze the use of the Site and allows us to provide users with a better experience during their visit. We will only retain cookies for as long as is necessary to achieve the relevant purposes set out in this Policy, including marketing and statistical purposes.

Generally speaking, we use first-party cookies and cookies used by our partners and third-party service providers, also known as “third-party cookies”.

#### **Strictly necessary cookies**

These cookies are necessary for the operation of the Site and cannot be disabled in our systems. They are generally set in response to actions you perform that constitute a request for services, such as setting your privacy preferences, logging in or filling in forms. You can configure your browser to block or be informed of the existence of these cookies, but some parts of the website may be affected. These cookies do not store any personally identifying information.

#### **Performance cookies**

These cookies enable us to track site visits and traffic sources in order to improve performance. They provide information on popular pages and visitor behavior, collecting only anonymous data. Blocking these cookies means that we cannot track visits or site performance.

### **Functionality cookies**

These cookies enhance your browsing experience by providing personalized features. They remember your preferences such as login information, accessibility settings and language choices. In addition, they may enable advanced features offered by third-party providers, such as better mapping and neighborhood information. We do not use these cookies to track or profile you, but it is important to note that cookies required by certain features may have aspects that identify you.

### **Marketing cookies**

These cookies may be set when visiting our site by features provided by third-party providers known to operate advertising networks, such as Facebook, YouTube, etc. These cookies help these companies build an interest profile based on your online browsing behavior. They do not store any personal information, but uniquely identify your browser or device. Disabling these cookies may result in the deactivation of certain website functionalities. For example, blogs.

## **3) HOW TO ACCEPT OR DECLINE COOKIES**

Each browser is configured differently to manage cookies and your choices. It is described in your browser's help menu, which will tell you how to modify your cookie preferences. Any changes you make may affect your Internet browsing experience and your access to certain services requiring the use of cookies.

You have the option of configuring your devices to accept all cookies, to notify you when a cookie is issued, or never to accept any cookies at all. However, this last option may mean that certain personalized services cannot be provided and, as a result, you may not be able to take full advantage of all the functionalities offered by the Site.

If you do not wish to receive cookies in general, or wish to refuse only certain cookies, you can modify your browser settings accordingly. Instructions are provided on each browser's website.

## **4) DO THIRD PARTIES USE COOKIES ON THE SITE?**

We use or allow third parties to set cookies that fall into one of the categories listed in the section "WHAT KIND OF COOKIES DO WE USE". For example, like many companies, we use third-party analytics tools to monitor traffic on our Site, such as Google Analytics. We may also use third-party cookies to help us study the market, improve the functionality of the Site and ensure compliance with our existing policies.

## **5) OTHER INFORMATION**

If you have any questions or comments about this Policy, please contact our Privacy Officer, Jean-François Bérubé, Branch Manager, by e-mail at [vieprivee@groupemercanada.com](mailto:vieprivee@groupemercanada.com), by telephone at (819) 820-8363, or by mail at the following address:

1000 boul. Lionel-Groulx, bur. 202, Sherbrooke (Qc) J1L 0H5

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