

Privacy Policy

This Privacy Policy sets out, without limitation, the practices of the Héma-Québec Foundation (the "HQF") as may be amended from time to time.

The purpose of this policy is to inform you about the collection, use, and disclosure of your personal information as a member of the HQF, as a donator or as a user of its website.

I. SOURCE FOR COLLECTING YOUR PERSONAL INFORMATION

A. The "members" file of the "HQF"

The HQF collects personal information from its members. It also collects information from partners other than its members that interact with it.

B. Other sources for collecting personal information

1) The HQF collects personal information about you when you interact with it in various ways, including:

- i) when you register for an HQF activity;
- ii) if you make a donation to the HQF;
- iii) when you sign up to our mailing list (newsletter);
- iv) when you contact the HQF by mail, phone or email for information, a job application, or any other reason;
- v) for products offered by the HQF.

2) Nature of the personal information collected

As part of its activities, the HQF collects the following personal information:

- i) your name;
- ii) your billing address at the time of a transaction on our site;
- iii) your email address;
- iv) your home address;
- v) your home and/or cell phone number.

3) Information excluded at the time of an online payment

When you use a credit card to pay for a purchase or make a donation via the HQF website, the HQF does not collect any information associated with your credit card.

Your payment for your online purchases or donations is processed and administered by a third-party provider's banking solutions, right on its secure website.

4) Use of your personal information by the HQF

The HQF uses your personal information for the following purposes:

- i) to request your involvement as a donor or to promote participation in the HQF's activities;
- ii) to process and administer your donations or your participation in activities;
- iii) to process and fill your orders from the HQF website, including sending you emails or contacting you by phone, mail, or other methods to confirm the status of your order or payment of it;
- iv) to respond to a request for information from you;
- v) to inform you of changes to your terms and conditions and our policies and/or for other administrative objectives;
- vi) to protect the security and integrity of the HQF's site, our organization, its members, and the users of the website.

5) Your information is not disclosed for commercial or philanthropic prospection

It is HQF policy not to disclose or sell to third parties any personal information about its members or donors for commercial or philanthropic prospection purposes.

Otherwise, we will ask you in advance for your express consent for any disclosure.

6) Disclosure required for complying with the legislation

The HQF reserves the right to disclose certain personal information about you if it considers that it must do so in order to comply with the legislation or to protect itself.

As such, the HQF can share information in order to respond to a court order or a subpoena that requires it.

The HQF can also disclose personal information if a government agency or investigative body requires it.

The HQF still reserves the right to disclose any information that it, in good faith, deems necessary a) to enforce the HQF website user agreement, or b) to protect the rights of the HQF's other members or the users of its website.

7) Necessary disclosure to service providers

The HQF reserves the right to disclose your personal information to our provider of the Précigrafik direct mail service. In that case, the HQF takes actions needed to adequately protect your personal information by taking specific contractual actions and limiting the sharing of your personal information.

8) Disclosure in the event of a corporate reorganization of the HQF's assets

In the event of a corporate reorganization, merger, transfer, or other disposal of all or part of the HQF's assets, your personal information may be part of the transferred assets and can be shared with any party to the transaction without your consent.

9) Limited access to your personal information

Internally, the HQF allows only limited access to your personal information and only to its employees whose duties require it.

10) Use of cookies

The HQF uses cookie technology to help users of its website navigate faster and to suggest content to them that interests them most.

A cookie is a string of information that is sent by a website and stored on the hard drive or temporarily in the computer's memory.

The use of cookies is a common practice in the industry, and a number of recognized browsers are initially configured to accept them. The data collected is the sole property of the HQF. In no case does it disclose, share or market that data to third-party organizations. The HQF uses that data for statistical and promotional purposes in order to improve users' experience on its website and to support its recruitment efforts. You can consent or not to the enabling of the cookies used by the HQF when you browse its site.

Note that, by refusing cookies, you may or may not be able to use certain features of the HQF's site.

11) Information collected by our site

When you visit our website, we collect data that can include your computer type, your IP address, the type of web browser you use, your operating system.

We collect this information in order to:

- i) store information so that you don't have to re-enter it during every subsequent visit;
- ii) provide you with personalized information;
- iii) improve and facilitate your experience on our website.

12) Storage and security

All personal information that you provide to the HQF is kept on the HQF's secure, restricted-access servers.

The HQF uses reasonable technical means to provide a secure environment and to protect your personal information, such as: firewall, anti-virus software, access management, intrusion detection, regular back-ups.

However, given the very nature of the public network that is the Internet, you acknowledge and agree that the security of transmissions over the Internet cannot be guaranteed.

Therefore, the HQF cannot make any warranties or assume any liability for any breach of confidentiality, hacking, viruses, loss or alteration of the data sent over the Internet.

13) Retention

The HQF uses and retains your personal information in connection with any transaction for the duration of your status as an HQF member or donor.

If you are not a member of the HQF, but are a user of its website, the HQF uses your personal information only for the period necessary or useful for a transaction on its site and administration of it by the HQF.

However, the HQF reserves the right to retain, for a reasonable amount of time, certain personal information in order to comply with the law, prevent fraud, collect charges owing, resolve a claim or certain problems associated with it, cooperate in an investigation, and for any other act permitted by law.

Once those time periods have expired, your personal information will be destroyed.

14) Additional information and exercising your rights

You have the right, at any time, to access your personal information, to have it corrected, and to withdraw your consent to the use and disclosure of it. To exercise any of your rights or to obtain more information, please contact our Privacy Officer at the following address:

Mr. Sébastien Gignac, Vice President, Corporate Secretariat, Risks and Auditing

Héma-Québec

4045 de la Côte-Vertu Blvd.

St-Laurent QC H4R 2W7

Or by email:

Sebastien.gignac@hema-quebec.qc.ca

15) External links

The HQF reserves the right to modify its Privacy Policy at its discretion.

The HQF will make available on its website any possible changes to this Privacy Policy that will allow for a review of its terms.

The HQF will also announce any anticipated modifications at least 30 days before the effective date.

16) Applicable law and jurisdiction

This Privacy Policy is governed by the laws of the Province of Québec that apply to it.

You irrevocably consent to the exclusion of any other potential court or jurisdiction and to any dispute pertaining to this Privacy Policy being referred to the court of competent jurisdiction in the judicial district of Montréal, Province of Québec, Canada.

This Policy is subject to all the terms and conditions set out in the online document titled: **HQF Website User Agreement**.

Approved by the Board of Directors on July 11, 2023.