

# Privacy Policy

**Archiviste Gabriel Côté**  
**Professional Archival Services**  
*Based in Quebec, Canada*

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**This Privacy Policy explains how Archiviste Gabriel Côté collects, uses, protects, and manages your personal information, in particular in accordance with applicable laws and regulations, including but not limited to:**

- **Law 25 – Act respecting the protection of personal information in the private sector (Quebec)**
- **PIPEDA – Personal Information Protection and Electronic Documents Act (Canada)**

**This document applies to:**

- **All clients and users of our archival services**
- **Visitors to our website**
- **Any individual whose personal information is collected, used, stored, or disclosed in the course of our activities**

**Please review this policy carefully. If you have any questions or wish to exercise your rights under privacy law, contact us using the information above.**

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# 1. Introduction

## 1.1 Purpose of the Policy

This Privacy Policy is intended to inform clients, collaborators, and any individuals whose personal information is collected, used, or stored by Archiviste Gabriel Côté about how their data is handled. As a professional archivist, I recognize the importance of protecting the confidentiality, integrity, and security of personal information entrusted to me.

This policy outlines the principles and practices I follow to ensure that personal information is managed responsibly, transparently, and in compliance with applicable privacy legislation. It also explains the rights individuals have regarding their personal data and how those rights can be exercised.

## 1.2 Scope of Application

This Privacy Policy applies to all personal information collected, used, disclosed, stored, or otherwise processed by Archiviste Gabriel Côté in the course of providing archival services, whether in physical or digital formats. This includes information collected:

- Directly from clients or collaborators during service engagements
- Through communications via email, phone, or online platforms
- Through documentation or materials provided by clients for archiving, indexing, digitization, or consultation
- Via the business's website or any related digital service platforms

This policy applies to all services offered by Archiviste Gabriel Côté, whether to individuals, businesses, institutions, or organizations.

## 1.3 Applicable Legislation

As a business operating in **Quebec, Canada**, Archiviste Gabriel Côté adheres to the following legislative frameworks governing the collection, use, and protection of personal information:

- **Law 25 (formerly Bill 64):** This provincial legislation, officially titled "An Act to modernize legislative provisions as regards the protection of personal information," amends **Quebec's Act Respecting the Protection of Personal Information in the Private Sector**. Law 25 introduces enhanced obligations for organizations, including:
  - **Transparency:** Organizations must provide clear and detailed information about their personal data handling practices.
  - **Consent:** Explicit consent is required for the collection and use of personal information, particularly when dealing with sensitive data.
  - **Access Rights:** Individuals have the right to access and request correction of their personal information held by organizations.

- **Incident Reporting:** Mandatory notification to the Commission d'accès à l'information du Québec (CAI) and affected individuals in the event of a confidentiality incident presenting a risk of serious injury.

These provisions aim to strengthen the protection of personal information and align Quebec's privacy framework with global standards.

- **The Personal Information Protection and Electronic Documents Act (PIPEDA):** This federal legislation governs the collection, use, and disclosure of personal information in the course of commercial activities across Canada. PIPEDA applies to:
  - Private-sector organizations engaged in commercial activities, except in provinces where substantially similar privacy legislation exists.
  - Interprovincial and international data transfers, ensuring that personal information crossing borders is adequately protected.

Under PIPEDA, organizations are held accountable for the personal information under their control and must implement appropriate safeguards to protect this data.

Additionally, Archiviste Gabriel Côté acknowledges the principles established in the **Civil Code of Québec**, which recognizes every person's right to the respect of their reputation and privacy. This includes protections against unauthorized use of one's name, image, likeness, or voice.

Furthermore, Archiviste Gabriel Côté adheres to guidance from the **Commission d'accès à l'information du Québec (CAI)**, the regulatory authority responsible for overseeing the application of privacy laws in Quebec. The CAI provides directives and best practices to ensure compliance with provincial privacy obligations.

In instances where multiple privacy laws apply, Archiviste Gabriel Côté is committed to complying with the most stringent standards to ensure the highest level of protection for your personal information.

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## 2. Definitions

For the purpose of this Privacy Policy, the following terms are defined as follows:

### 2.1 Personal Information

"Personal Information" means any information about an identifiable individual. This includes, but is not limited to:

- Name, address, email address, and phone number
- Identification numbers or financial information
- Biographical or contextual data tied to a person's identity
- IP addresses, browser types, and device identifiers when visiting the website

Under **Law 25**, personal information includes any data that directly or indirectly identifies a natural person.

## 2.2 Sensitive Information

“Sensitive Information” refers to personal information that, due to its nature or the context of its use, warrants a higher level of protection. Examples include:

- Government-issued identification numbers
- Financial or banking details
- Medical or health-related data
- Private notes or communications
- Certain archival records containing personal or confidential content

Sensitive information requires **explicit consent** before collection or use.

## 2.3 Data Controller / Responsible Person

The **Data Controller** is the individual or organization that determines the purposes and means of processing personal information. In this case, Archiviste Gabriel Côté is the data controller.

In accordance with **Law 25**, the data controller is also referred to as the **Person in Charge of the Protection of Personal Information** and is responsible for ensuring compliance with applicable laws, including the handling of privacy incidents and access requests.

Contact information is provided in Section 16 of this policy.

## 2.4 Consent

“Consent” means a freely given, informed, and explicit agreement by the individual to the collection, use, or disclosure of their personal information.

Consent may be:

- **Explicit:** Clearly stated, usually in writing or digital form (e.g., a checkbox or signed agreement)
- **Implied:** When the individual voluntarily provides information for a known purpose, such as emailing for services or filling out a contact form

Certain types of data (especially **sensitive information** or **tracking data collected online**) require **explicit consent** under **Law 25**.

## 2.5 Third Party / Service Provider

A **Third Party** or **Service Provider** is any external individual or organization that may access, process, or store personal information on behalf of Archiviste Gabriel Côté. These include:

- Cloud storage or backup providers
- Payment processing services
- Email or CRM platforms
- Web analytics tools (e.g., Google Analytics)
- Subcontractors working under confidentiality agreements

All third-party services used are required to meet **Canadian and Quebec privacy law standards**.

## 2.6 Digital Record / Archive

An **archive** refers to all documents, regardless of their date or nature, that are produced or received by a person or organization for the purpose of carrying out their activities and are preserved for their general informational value.<sup>1</sup>

This legal definition applies to both physical and digital materials. It reflects the enduring value of records created or received in the course of professional or organizational activities. In archival practice, this includes documents, images, videos, metadata, and other formats preserved for informational or historical purposes. All such materials are handled in full compliance with Law 25.

Digital archives may include **personal information**, which is handled with the same level of care and legal compliance as physical archives.

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## 3. Identity and Contact of the Data Controller

### 3.1 Name / Business Name

The person responsible for the collection, use, storage, and protection of personal information under this policy is:

**Gabriel Côté**

**Archiviste Gabriel Côté**

Professional Archival Services

Established in Quebec, Canada.

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<sup>1</sup> This definition is adapted from the official wording found in the Act Respecting Archives (*Loi sur les archives*, A-21.1) as enacted by the Government of Quebec.



## 3.2 Contact Information

You may contact the business for any questions, requests, or concerns related to this Privacy Policy or the handling of your personal information:

**Email:** [archiviste.gabriel.cote@outlook.com](mailto:archiviste.gabriel.cote@outlook.com)

**Phone:** 819-701-1366

**Business Address:** 1220 rue Saint-Olivier, Trois-Rivières, Québec, G9A 4B9

**Website:** [archivistegabrielcote.ca](http://archivistegabrielcote.ca)

## 3.3 Designated Privacy Officer

In accordance with **Law 25**, Archiviste Gabriel Côté designates the owner, [Full Name], as the **Person in Charge of the Protection of Personal Information (Privacy Officer)**.

This person is responsible for:

- Ensuring compliance with Law 25 and other applicable privacy legislation
- Responding to inquiries and access or correction requests
- Managing any incidents involving personal information
- Maintaining records of consent and privacy-related documentation

If you have any concerns or wish to exercise your privacy rights, please contact the Privacy Officer using the contact details above.

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# 4. Collection of Personal Information

## 4.1 Categories of Data Collected

Archiviste Gabriel Côté collects only the personal information necessary to provide professional archival services and to operate the business effectively. The types of data that may be collected include:

- **Identification and Contact Information:**
  - First and last name
  - Email address
  - Mailing address
  - Phone number
- **Professional or Service-Related Information:**
  - Project or file references
  - Notes and observations related to archival work
  - Client preferences or instructions
- **Payment and Billing Information:**
  - Billing address

- Transaction details (via third-party payment providers — credit card numbers are not stored)
- **Technical and Website Data:**
  - IP address
  - Browser type and version
  - Device information
  - Referring URLs
  - Website usage data collected via cookies and analytics tools (e.g., Google Analytics)

## 4.2 Methods of Collection

Personal information is collected through the following channels:

- Direct communication with clients (email, phone, in person)
- Forms completed via the website (e.g., contact or quote forms)
- Information submitted during the course of providing archival services
- Online tools and platforms used to submit or retrieve documents
- Automated website tracking tools

Where information is collected from a third party (e.g., a referring institution or collaborative partner), it will be done in compliance with applicable consent and confidentiality agreements.

## 4.3 Legal Basis for Collection

In accordance with **Law 25** and related privacy laws, personal information is collected based on one or more of the following legal bases:

- **Consent:** Express or implied consent is obtained before collecting personal information, particularly for sensitive data or non-essential website tracking.
- **Contractual Necessity:** Some data is collected as necessary to fulfill service agreements with clients.
- **Legal Obligation:** Certain information may be collected or retained in order to comply with applicable laws or professional responsibilities.
- **Legitimate Interest:** In limited cases, information may be collected to protect the legal interests of the business, provided that such collection does not override the individual's privacy rights.

## 4.4 Information Collected Automatically (Cookies, Analytics, Metadata)

When visiting the website, certain information is collected automatically through cookies and similar technologies:

- **Cookies:** Small files stored on the user's device to enhance the browsing experience. These may include

- Session cookies (which expire when the browser is closed) and
  - Persistent cookies (which remain for a set period).
- **Analytics Tools:** The website may use **Google Analytics** or similar services to collect anonymized data about user interactions, such as:
  - Page views
  - Time spent on the site
  - Geographic region (general, not precise)
  - Referring websites
  - Click patterns
- **Device and Usage Data:** Automatically gathered technical information, such as IP address, device type, operating system, browser, and screen resolution.

This data is collected to improve website performance, content relevance, and security monitoring. Where required by law, users will be prompted to accept or reject cookies through a **cookie banner or preference manager**.

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## 5. Purposes of Data Collection

Archiviste Gabriel Côté collects personal information solely for legitimate and clearly defined purposes. Each piece of data is gathered with care and used only to support the delivery of services, fulfill legal responsibilities, and maintain the integrity of the business.

### 5.1 Service Delivery

Personal information is used primarily to deliver archival services in a professional, accurate, and efficient manner. This includes:

- Identifying clients and understanding their needs
- Accessing or processing archival materials
- Managing physical or digital record handling
- Coordinating project timelines, tasks, or file access

### 5.2 Communication

Contact information such as email addresses and phone numbers is used to:

- Respond to inquiries or service requests
- Provide updates on project status
- Coordinate meetings, pickups, or deliveries
- Share necessary documentation or deliverables
- Follow up for service feedback, if applicable

Archiviste Gabriel Côté does **not** use personal contact information for unsolicited marketing purposes unless explicit consent has been obtained.

## 5.3 Invoicing and Payments

Certain data is required to process payments, manage billing, and maintain financial records. This includes:

- Issuing invoices
- Verifying transactions
- Processing electronic payments via secure third-party services
- Maintaining accounting and tax records in compliance with legal requirements

Archiviste Gabriel Côté does not directly collect or store any full payment card numbers or banking credentials. Payments are processed through secure, PCI-compliant third-party providers such as Stripe, Acceo, Transphere, and others.

## 5.4 Legal and Regulatory Compliance

Personal information may be used or retained as required by applicable law, including:

- Recordkeeping obligations under provincial or federal tax regulations
- Compliance with the **Act respecting the protection of personal information in the private sector** (Quebec)
- Responding to legitimate legal requests or obligations (e.g., court orders)
- Managing privacy incidents and ensuring transparency under **Law 25**.

## 5.5 Recordkeeping and Archival Work

As an archivist, Archiviste Gabriel Côté processes personal information for the purpose of preserving, organizing, indexing, or digitizing records. This may involve:

- Analyzing and describing documents that include personal data
- Creating metadata for archival purposes
- Preserving historical or institutional context
- Documenting project history and decisions for continuity and reference

All personal information handled in archival contexts is treated with the utmost confidentiality and respect for individual rights.

## 5.6 Improvement of Services

Aggregated, anonymized data may be used to:

- Understand website usage patterns
- Improve online forms and client onboarding processes
- Enhance the functionality of digital tools used for project delivery

- Identify service gaps or areas for improvement

Website data collected through analytics tools (e.g., Google Analytics) is **not linked to identified individuals**, unless combined with other personal information (in which case full consent rules apply).

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## 6. Consent

Archiviste Gabriel Côté is committed to ensuring that all personal information is collected, used, or disclosed only with the valid consent of the individual, except where otherwise permitted or required by law. This section outlines how consent is obtained, the difference between types of consent, and how it can be withdrawn.

### 6.1 How Consent is Obtained

Consent is obtained before or at the time of collecting personal information, depending on the nature and purpose of the data. Consent may be requested through:

- Online forms (e.g., contact or quote forms)
- Service agreements or written contracts
- Email or written communications
- A cookie consent banner on the website
- Verbal confirmation in clearly defined contexts (with appropriate documentation)

When sensitive information is involved (e.g., government IDs, financial information, or private archival materials), **explicit consent** is always required and will be documented accordingly.

Clients are informed of:

- The purposes for which their information is collected
- The categories of information involved
- Their rights regarding access, correction, and deletion
- The identity of the person responsible for managing the information

### 6.2 Withdrawing Consent

Individuals have the right to withdraw their consent to the use or retention of their personal information at any time, subject to legal or contractual obligations.

To withdraw consent, a written request can be sent to:

**Email:** [archiviste.gabriel.cote@outlook.com](mailto:archiviste.gabriel.cote@outlook.com)

**Phone:** 819-701-1366

Upon receiving the request, Archiviste Gabriel Côté will:

- Confirm the request and identity of the individual
- Inform the individual of any consequences (e.g., inability to complete services)
- Delete or anonymize the information within **14 business days**, unless otherwise required by law

## 6.3 Implied vs. Explicit Consent

Type of Consent	Definition	Examples	When Used
<b>Explicit Consent</b>	A clear and direct agreement, given verbally or in writing.	Checking a box to accept cookies, signing a client contract, confirming the sharing of sensitive documents.	Required for sensitive information, marketing, data sharing with third parties, and any non-essential website tracking.
<b>Implied Consent</b>	Consent inferred from the individual's actions or the context of the interaction.	Sending an email requesting services, providing information during a consultation, or submitting files for archival work.	Permitted for general service delivery where the purpose is obvious and not sensitive.

In all cases, individuals are informed of their rights, and Archiviste Gabriel Côté ensures that consent is **freely given, informed, and specific** to the intended purpose.

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## 7. Use of Personal Information

Personal information collected by Archiviste Gabriel Côté is used exclusively for the purposes for which it was obtained, unless otherwise authorized by the individual or required by law. Information is handled with care and discretion, following strict confidentiality and security protocols.

### 7.1 Internal Use

Personal information is used internally for day-to-day business functions related to the provision of archival services. This includes:

- Identifying clients and understanding their service needs
- Organizing, cataloguing, or digitizing records
- Creating documentation, summaries, or progress notes for internal reference
- Accessing client files to deliver follow-up or long-term services

All information is stored in secure digital systems accessible only to the owner/operator, unless otherwise noted in the policy.

## 7.2 Business Operations

Certain personal data is used to maintain and support operational needs, including:

- Scheduling appointments or pickups/deliveries
- Coordinating project timelines and managing deadlines
- Managing records of past or ongoing work
- Tracking service metrics and general client activity (non-personally identifiable)

Anonymized client information — such as the number of projects completed, average delivery times, or general service usage trends — may be used internally to improve operational processes, adjust pricing models, or evaluate service quality. This data is never linked back to an individual and does not contain personally identifiable information.

## 7.3 Client Relationship Management

Personal information is used to support healthy, transparent relationships with clients. This includes:

- Providing project updates and responding to questions
- Sending service confirmations, reminders, or follow-ups
- Maintaining records of communication to ensure continuity and accountability
- Honoring client preferences for how and when they are contacted

Archiviste Gabriel Côté may retain basic client history to facilitate future projects, unless the individual requests otherwise.

No personal data is used for **mass marketing, newsletters, or advertising** without the individual's **explicit consent**.

## 7.4 Legal Requirements and Disclosures

Personal information may be used or disclosed when required by law or to comply with legal obligations, including:

- Responding to valid court orders, subpoenas, or government inquiries
- Complying with applicable tax, business, or privacy regulations (e.g., Law 25)
- Documenting privacy practices and consent in case of audit or complaint
- Investigating suspected fraud or misuse of services

In rare cases, information may be disclosed without consent when legally authorized — for example, if required to protect the safety or rights of others. Any such disclosure will be documented and reviewed for compliance.

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## 8. Disclosure of Personal Information

Archiviste Gabriel Côté treats all personal information as confidential and does not sell, rent, or disclose it to unauthorized third parties. However, in specific circumstances, it may be necessary to share certain information with trusted parties to fulfill service, legal, or operational requirements.

Disclosures are always limited to the **minimum necessary** and conducted in accordance with applicable privacy laws, including **Law 25**.

### 8.1 Third Parties (e.g., Payment Processors, IT Providers)

To operate effectively and securely, Archiviste Gabriel Côté may rely on **third-party service providers** who have limited access to personal information. These may include:

- **Payment Processors** (e.g., Stripe, PayPal): Used to securely handle billing and payments. Payment data is transmitted directly to these services and is **not stored** by Archiviste Gabriel Côté.
- **IT or Cloud Storage Providers**: Used to store or back up client files and communications. Only reputable services with robust security and data protection standards are used.
- **Email and Communications Tools**: Platforms that support client communications, such as secure email or scheduling services.

All third-party providers are contractually obligated to comply with **Canadian privacy laws** and maintain the confidentiality and security of any data they process on our behalf.

### 8.2 Subcontractors (e.g., Digitization Partners)

In some cases, Archiviste Gabriel Côté may collaborate with **trusted subcontractors**, such as professionals who assist with digitization, metadata tagging, transcription, or translation of archival materials.

When subcontractors have access to personal information, they are:

- **Carefully selected** based on their experience, discretion, and professionalism
- **Bound by confidentiality agreements** or service contracts
- **Instructed to use the information only** for the specific project or task at hand
- **Monitored** to ensure that data handling aligns with privacy best practices

If subcontracting is required for a particular client project, this will be disclosed, and consent will be requested where appropriate.



## 8.3 Legal Obligations (e.g., Court Orders, Law Enforcement)

Personal information may be disclosed without consent if required by law or in response to a legitimate legal process. This includes:

- **Court orders or subpoenas**
- **Requests from regulatory or tax authorities**
- **Law enforcement investigations**, where legally justified
- **Situations involving the safety, rights, or legal protection of others**

In such cases, Archiviste Gabriel Côté will make reasonable efforts to notify the individual concerned (unless prohibited by law) and will disclose only what is legally required.

## 8.4 Cross-Border Data Transfers (if any)

While Archiviste Gabriel Côté primarily stores and processes data within **Canada**, certain third-party services (e.g., cloud storage or analytics platforms like Google Analytics) may involve **servers located outside of Quebec or Canada**.

In such cases:

- Only **service providers with strong privacy protections** and **data processing agreements** are used
- The data transferred is **limited in scope and purpose**
- Individuals are informed of the potential for **cross-border data exposure** during service engagement or via this policy
- Archiviste Gabriel Côté remains accountable for the protection of the data, regardless of where it is processed

By using the website or engaging services, individuals acknowledge and accept that some data may be processed in jurisdictions with different privacy standards.

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# 9. Retention and Destruction of Personal Information

## 9. Retention and Destruction of Personal Information

Archiviste Gabriel Côté retains personal information only for as long as necessary to fulfill the purposes for which it was collected, to meet contractual or legal obligations, and to support proper recordkeeping in the context of professional archival services.

All personal information is securely stored and disposed of in accordance with **Law 25**, best practices in archival work, and applicable legal standards.

## 9.1 Retention Periods (Based on Use and Legal Requirements)

Retention periods vary depending on the nature of the data and the purpose for which it was collected. Examples include:

- **Client contact information:** Retained for the duration of the service relationship, plus up to **7 years** to comply with accounting and legal requirements.
- **Invoices, receipts, and financial records:** Retained for at least **7 years** as required by tax law and business regulations.
- **Service records and internal notes:** Retained for a reasonable period to ensure continuity of service, assist with future engagements, or defend against potential legal claims.
- **Personal information in archival materials:** Retained according to archival value, client agreements, and professional standards (see Section 9.3).

When the information is no longer required, it will be securely destroyed or anonymized in compliance with Law 25, which mandates that personal information must be destroyed or anonymized once the purposes for which it was collected or used are achieved, subject to any preservation period provided for by law.

## 9.2 Secure Destruction Methods

When the retention period expires or when an individual requests deletion (and there are no overriding legal or contractual obligations), personal information will be destroyed using secure, irreversible methods appropriate to the medium:

- **Digital records:** Permanently deleted from devices and storage systems, including from cloud-based backups (where supported by the provider).
- **Physical documents:** Shredded using a cross-cut or micro-cut shredder or destroyed through certified secure disposal services.

Destruction is documented where required by law or internal procedure, especially in the case of privacy-related requests or incidents.

## 9.3 Archival-Specific Considerations

As an archivist, Archiviste Gabriel Côté may process and retain materials containing personal information for historical, cultural, institutional, or research purposes. In such cases:

- Retention periods are assessed based on the **archival value** of the documents, not just the personal data they may contain.
- Clients will be informed during the intake process if their materials will be retained long-term for archival purposes.
- When archival materials contain personal information about **third parties**, those individuals may have privacy rights depending on the sensitivity, context, and applicable legal or ethical constraints.

In all cases, archival materials are handled with **confidentiality, discretion, and care**, and stored securely to prevent unauthorized access.

If personal information in archival records is no longer relevant or required, or if it violates legal or ethical standards, it may be redacted, anonymized, or securely destroyed.

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## 10. Security Measures

Archiviste Gabriel Côté takes the protection of personal information seriously and implements appropriate **technical, organizational, and administrative safeguards** to prevent unauthorized access, use, disclosure, loss, or destruction of personal data.

These security measures are designed to meet the standards required under **Law 25** and reflect the specific nature of archival work, which often involves confidential or sensitive materials.

### 10.1 Technical Measures

Technical safeguards are applied to all digital systems used for storing and processing personal information. These may include:

- **Strong password protection** on all devices and applications
- **Two-factor authentication (2FA)** for accounts with sensitive data access
- **Data encryption** at rest (on local devices) and in transit (when shared electronically)
- **Firewall and antivirus protection** on computers and mobile devices
- **Automatic backups** stored securely via trusted cloud service providers
- **Secure deletion tools** used for removing data from digital storage when required

All software and operating systems are kept up to date to reduce vulnerability to security threats.

### 10.2 Organizational Measures

Organizational safeguards focus on how data is accessed, handled, and managed within the business. These include:

- **Access controls:** Only the business owner or authorized subcontractors (under strict agreements) may access personal information.
- **Confidentiality agreements:** Signed when collaborating with subcontractors or external service providers.

- **Project separation:** Client data is organized and compartmentalized to avoid accidental cross-access between files.
- **Minimal data principle:** Only the information necessary for a task is collected or used.
- **Privacy training and awareness:** The business owner stays informed about evolving privacy laws, including obligations under **Law 25**.

## 10.3 Data Breach Protocols (Required under Law 25)

Under Quebec's Law 25, organizations are required to maintain a detailed register of all confidentiality incidents and promptly notify both the Commission d'accès à l'information du Québec (CAI) and affected individuals if an incident presents a risk of serious injury.

### Incident Reporting:

In the event of a **privacy incident** (unauthorized access, disclosure, loss, or misuse of personal information), Archiviste Gabriel Côté follows the steps required under **Law 25**:

1. **Risk Assessment:** Evaluate whether the incident presents a risk of serious harm (e.g., identity theft, reputational damage).
2. **Incident Documentation:** Maintain a detailed log of the incident, including what happened, when, and how it was addressed.
3. **Notification to Affected Individuals:** Notify those affected promptly with information about the breach and steps they can take.
4. **Notification to the Commission d'accès à l'information (CAI):** Report the breach to Quebec's privacy regulator as required.
5. **Corrective Measures:** Implement immediate steps to prevent similar incidents in the future (e.g., changing passwords, improving encryption, tightening procedures).

All breach response records are kept in accordance with Law 25 and may be reviewed by authorities if necessary. Furthermore, to facilitate compliance with these requirements, Archiviste Gabriel Côté has developed internal forms for documenting confidentiality incidents and for reporting them to the CAI and affected individuals.

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## 11. Rights of Individuals

Archiviste Gabriel Côté is committed to respecting and upholding the rights of individuals whose personal information is collected or processed in the course of providing services. These rights

are guaranteed under **Law 25**, the **Act respecting the protection of personal information in the private sector (Quebec)**, and—where applicable—**Canada’s PIPEDA**.

Clients and individuals can exercise these rights at any time by contacting the Privacy Officer (see Section 3).

## 11.1 Right to Access

You have the right to request access to any personal information held about you. Upon request, Archiviste Gabriel Côté will:

- Confirm whether your personal data is being processed
- Provide a copy of the information, in a clear and understandable format
- Explain how and why the data is being used

Requests will be fulfilled within **30 days**, unless a legal exception applies (in which case you will be informed).

## 11.2 Right to Rectification

If your personal information is incomplete, inaccurate, or outdated, you may request that it be corrected. Upon receiving a valid request:

- The correction will be made promptly
- A confirmation will be provided once the update is complete
- If the information was shared with third parties (e.g., for invoicing), reasonable efforts will be made to notify them of the correction

## 11.3 Right to Withdraw Consent

You may withdraw your consent to the collection, use, or retention of your personal information at any time, subject to legal or contractual obligations.

Upon withdrawal:

- The use of your personal data for future activities will cease
- Data that is no longer required will be deleted within **14 business days**
- You will be advised if any information must be retained for tax, legal, or service record purposes

## 11.4 Right to Deletion (Right to be Forgotten)

You have the right to request the permanent deletion of your personal information held by Archiviste Gabriel Côté under certain circumstances, including but not limited to:

- **The data is no longer necessary for its original purpose:** When the personal information collected is no longer required to fulfill the specific purpose for which it was gathered.
- **You have withdrawn your consent:** If you previously provided consent for the collection and use of your personal information and decide to withdraw that consent.
- **The data was collected unlawfully:** If the personal information was obtained without proper authorization or in violation of applicable privacy laws.

### Procedure to Submit a Deletion Request:

1. **Access the Data Deletion Request Form:**
  - Please download and complete our [Data Deletion Request Form](#).
2. **Complete the Form:**
  - Fill in all required fields, including your full name, contact information, and details of the personal data you wish to have deleted.
3. **Submit the Form:**
  - **Email:** Send the completed form to our Privacy Officer at [archiviste.gabriel.cote@outlook.com](mailto:archiviste.gabriel.cote@outlook.com)
  - **Mail:** Alternatively, you can mail the form to: 1220 rue Saint-Olivier, Trois-Rivières, Québec, G9A 4B9

Privacy Officer Archiviste Gabriel Côté

### Processing Your Request:

Upon receipt of your completed Data Deletion Request Form, Archiviste Gabriel Côté will:

- **Acknowledge Receipt:** Confirm receipt of your deletion request within 5 business days.
- **Evaluate the Request:** Assess the validity of the request in accordance with applicable legal obligations and the specifics of the data involved.
- **Inform You of the Outcome:** Communicate the decision regarding your request, including any actions taken or reasons for denial, within 30 days of acknowledgment.

- **Execute Secure Deletion:** If the request is approved, ensure that all relevant personal information is securely deleted or anonymized:
  - **Digital Data:** Permanently erase from all active systems and, where feasible, from backup systems.
  - **Physical Documents:** Shred or otherwise destroy physical records to prevent unauthorized access.

### **Limitations and Legal Obligations:**

Please be aware that certain legal obligations may prevent Archiviste Gabriel Côté from immediately deleting all or part of your personal information. Such circumstances include, but are not limited to:

- **Statutory Retention Periods:** Where laws require the retention of personal information for a specified period.
- **Legal Claims:** If the information is necessary for the establishment, exercise, or defense of legal claims.

In such cases, we will inform you of the specific reasons for which we cannot comply fully with your deletion request and will proceed to delete the information as soon as the applicable obligations allow.

### **Data Deletion Methods:**

Archiviste Gabriel Côté employs industry-standard methods to ensure the secure deletion of personal information:

- **Digital Data:** Permanently erased from our active systems using secure deletion protocols and, where applicable, from backup systems in accordance with our data retention policies.
- **Physical Documents:** Shredded or otherwise destroyed to prevent unauthorized access or reconstruction.

### **Data Anonymization:**

In accordance with Quebec's Law 25 and Article 23 of the Act respecting the protection of personal information in the private sector (LPRPSP), once the purpose for which personal information was collected has been fulfilled, Archiviste Gabriel Côté will either:

- **Destroy the personal information;** or
- **Anonymize the personal information:** This process involves modifying the data irreversibly so that it no longer allows the identification of the individual, directly or indirectly. Proper anonymization is considered equivalent to destruction under the law.

## Note :

While Archiviste Gabriel Côté does not currently offer long-term storage or backup of client records, we may introduce digital archival services in the future (e.g., preservation of family documents such as photographs, certificates, etc.). In such cases, personal information contained in historically significant records may not be anonymized or deleted, as doing so could compromise their archival integrity. This approach aligns with exemptions in the LPRPSP, which state that the Act does not apply to "journalistic, historical or genealogical material collected, held, used or communicated for the legitimate information of the public."<sup>2</sup>

In these instances, Archiviste Gabriel Côté will implement protective safeguards and access restrictions in line with archival ethics and professional standards to ensure the privacy and security of personal information. These measures may include, but are not limited to:

- **Access Controls:** Limiting access to authorized personnel only.
- **Data Encryption:** Utilizing encryption technologies to protect data at rest and in transit.
- **Audit Trails:** Maintaining logs of access and modifications to the archived data.

By incorporating these practices, Archiviste Gabriel Côté aims to balance the preservation of valuable historical records with the protection of individual privacy rights.

## 11.5 Right to Portability (When Applicable)

Where technically feasible, you may request a copy of your personal information in a structured, commonly used, and machine-readable format (e.g., CSV or PDF). This applies when:

- The data was provided by you
- It is used based on your consent or a contract
- The transfer does not infringe on the rights of others

This right is limited to data stored in digital format.

## 11.6 Right to File a Complaint

If you believe that your personal information has been mishandled, or that your privacy rights have been violated, you may file a complaint with:

- **Archiviste Gabriel Côté** — by contacting the Privacy Officer (see Section 3)

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<sup>2</sup> According to Section 1 of the Act respecting the protection of personal information in the private sector (LPRPSP), this exemption recognizes the importance of preserving such materials in their original form for public interest purposes.



- **Commission d'accès à l'information (CAI)** — Quebec's data protection authority  
Website: <https://www.cai.gouv.qc.ca>

Archiviste Gabriel Côté will take all complaints seriously, investigate promptly, and provide a response within a reasonable timeframe.

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## 12. Use of Digital Tools and Website

In the course of offering online services and maintaining a digital presence, Archiviste Gabriel Côté uses certain tools and technologies that may involve the automatic collection of data. All such tools are used transparently, with appropriate consent where required, and in accordance with applicable privacy laws, including **Law 25**.

### 12.1 Cookies and Tracking Technologies

Cookies are small text files that are stored on a user's device when visiting a website. They are used to enhance functionality, remember user preferences, and gather usage statistics.

Archiviste Gabriel Côté uses cookies for purposes such as:

- Remembering form inputs or user preferences
- Securing sessions and preventing spam or malicious traffic
- Collecting anonymous website usage statistics

**Types of cookies used may include:**

- **Necessary cookies** (essential for website functionality)
- **Analytics cookies** (used only with consent)
- **Session cookies** (deleted when browser is closed)
- **Persistent cookies** (stored for a set time period)

Visitors will be presented with a **cookie consent banner** on their first visit to the site, allowing them to:

- Accept all cookies
- Reject non-essential cookies
- Customize their preferences

Cookie preferences can be changed at any time via a settings link or browser controls.

## 12.2 Analytics Tools (e.g., Google Analytics)

Archiviste Gabriel Côté may use **Google Analytics** or other similar tools to better understand how visitors use the website. These tools collect data such as:

- Pages visited
- Time spent on the site
- Browser and device type
- General geographic region (city-level, not exact address)
- Referral source (e.g., search engine, link)

### Important notes:

- This data is **anonymized** and cannot be used to personally identify individual visitors.
- IP addresses may be collected by default but are **partially masked** or anonymized in compliance with Google's privacy settings.
- Analytics data is used solely to improve the usability and performance of the website.
- Users may opt out of Google Analytics tracking using tools like the **Google Analytics Opt-Out Browser Add-on**.

Use of analytics tools is subject to user consent through the cookie banner.

If analytics tools are active, their use is disclosed in the cookie banner and requires **explicit user consent** in accordance with Law 25.

### Examples of Cookies Used on This Website

Cookie Name	Provider	Purpose	Duration
_ga	Google Analytics	Used to distinguish users. Helps count how many people visit and how they use the site. Data is anonymized.	2 years
_gid	Google Analytics	Tracks user behavior within a session (e.g., pages visited, links clicked). Used for reporting and site optimization.	24 hours
cookieConsent	Internal (Website)	Remembers the visitor's cookie	6 months

		preferences so the banner is not shown again.	
_gat	Google Analytics	Throttles request rate to limit data collection on high-traffic websites. Helps with server performance.	1 minute
PHPSESSID	Internal (Website)	Maintains session state (e.g., form data temporarily stored while browsing). Does not store identifiable info.	Session (until browser is closed)

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#### Important Notes:

- These cookies are **only installed after you give explicit consent** through the cookie banner when visiting the site.
- You may **withdraw or change your cookie preferences** at any time via the banner settings or your **browser's** cookie controls.
- No personal information is shared unless explicitly stated in this policy.

## 12.3 Online Forms and File Submissions

If you submit personal information through the website — for example, by using a **contact form**, **quote request**, or **file upload tool** — the information you provide will be collected and stored securely.

Online forms may request:

- Name and contact details
- Project or service information
- Uploaded documents containing personal data

All form submissions are transmitted over **HTTPS encryption** and stored securely. Uploaded files are reviewed only for the purposes of delivering the requested service and are not shared without consent. Submitted data is not shared with third parties without your explicit consent, and you may request deletion of this data at any time (see Section 11).

## 12.4 Use of Cloud Services

To deliver services efficiently and securely, Archiviste Gabriel Côté may use **cloud-based tools** for:

- Storing client records
- Managing schedules or communications
- Backing up data
- Collaborating on project files

Cloud services are carefully selected based on:

- Their **data protection policies** and **compliance with Canadian privacy laws**
- Their **server locations** (priority is given to services with Canadian or privacy-compliant infrastructure)
- Their support for **data encryption**, access control, and regular audits

Examples may include secure email providers, cloud storage platforms (e.g., Google Drive, Dropbox, or Canadian alternatives), and file-sharing services. Where these services host data **outside Quebec or Canada**, users will be informed and appropriate safeguards (such as contractual agreements and encryption) are applied.

Personal data stored in the cloud is protected by the same standards outlined in Section 10 (Security Measures), and clients are informed when cloud storage will be used as part of a service.

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## 13. Third-Party Services and Data Processors

In order to operate efficiently and securely, Archiviste Gabriel Côté may engage trusted third-party service providers (“data processors”) to assist with specific functions such as payment processing, digital storage, analytics, and subcontracted services (e.g., digitization or transcription).

When personal information is shared with these providers, it is done **only for the specific purpose required**, and always under strict conditions of confidentiality, security, and legal compliance.

### 13.1 List or Categories of Third Parties

The categories of third-party service providers that may receive or process personal information include:

- **Payment processors** (e.g., Stripe, Square, PayPal) – to securely process invoices and service payments
- **Cloud storage providers** (e.g., Google Drive, Dropbox, Microsoft OneDrive) – to store project files or backups
- **Email and communications platforms** (e.g., Gmail, Outlook, Calendly) – to manage communication with clients
- **Analytics platforms** (e.g., Google Analytics) – to monitor and improve website performance
- **Subcontracted professionals** – such as digitization technicians, metadata specialists, or translators, under confidentiality agreements

Where specific tools or platforms are named, your friend may want to update this policy periodically to reflect current tools in use.

## 13.2 How They're Vetted

Before selecting a third-party service, Archiviste Gabriel Côté ensures that each provider:

- Has **adequate privacy and security practices** in place
- Complies with applicable **Canadian and Quebec privacy laws**, including Law 25
- Offers **clear terms of service** and **data protection policies**
- Provides options for **secure storage, encryption, and limited access controls**
- Where necessary, supports **data residency preferences** (e.g., hosting in Canada or within compliant jurisdictions)

When subcontractors (e.g., archivists or digitizers) are used, they are:

- Chosen based on **professionalism and trustworthiness**
- Required to sign a **confidentiality or non-disclosure agreement (NDA)**
- Given **limited, need-to-know access only** for the scope of their task

## 13.3 Their Obligations under Canadian Law

All third parties that process personal information on behalf of Archiviste Gabriel Côté must:

- Handle data in accordance with the **Act respecting the protection of personal information in the private sector (Quebec)**
- Ensure adequate **safeguards** against unauthorized access, loss, or misuse
- Assist, if needed, in responding to access requests, data deletions, or consent withdrawals
- Inform Archiviste Gabriel Côté promptly if a **data breach** occurs involving client information

In the event that a third-party provider is based **outside of Quebec or Canada**, steps are taken to ensure that data is protected to a level **comparable to Canadian standards**. Clients are notified of such cases and, where necessary, their **explicit consent** is obtained.

## 14. Privacy Incident Management

Archiviste Gabriel Côté is committed to promptly identifying, addressing, and reporting any incident involving the unauthorized access, use, disclosure, loss, or alteration of personal information, in accordance with the requirements set out under **Law 25**.

A structured and responsible approach to incident management ensures transparency, protects affected individuals, and maintains trust.

### 14.1 Definition of a Privacy Incident (per Law 25)

Under **Law 25**, a **privacy incident** (also referred to as a confidentiality incident) is defined as any situation where there is:

- Unauthorized access to personal information
- Unauthorized use or disclosure of personal information
- Loss of personal information
- Any other breach of the protection of personal information, whether accidental or malicious

This includes incidents involving both **physical and digital data**, and applies to personal information stored by Archiviste Gabriel Côté or any of its third-party service providers.

### 14.2 Notification Procedures

When a privacy incident occurs, Archiviste Gabriel Côté follows these steps:

#### 14.2.1. Risk Assessment

Immediately assess whether the incident poses a “**risk of serious injury**” to affected individuals. Factors considered include:

- Sensitivity of the information involved
- Potential consequences (e.g., identity theft, reputation damage)
- Likelihood of the information being misused

### 14.2.2. Notification of Affected Individuals

If a risk of serious harm is identified, Archiviste Gabriel Côté will **promptly notify** all affected individuals, providing:

- A description of the incident
- The types of personal information involved
- Steps being taken to reduce harm
- Recommended actions the individual can take
- Contact information for follow-up

Notifications may be sent by email, phone, or mail, depending on the contact information available and the urgency of the incident.

### 14.2.3. Notification of the Commission d'accès à l'information (CAI)

If required under **Law 25**, the incident will also be reported to Quebec's privacy authority:

#### **Commission d'accès à l'information du Québec (CAI)**

Website: <https://www.cai.gouv.qc.ca>

A standardized form or online submission process is typically used to notify the CAI.

## 14.3 Documentation of Incidents

Archiviste Gabriel Côté is required to keep a **confidential log** of all privacy incidents, whether or not they require external notification. This log includes:

- Date and time of the incident
- Nature and scope of the data involved
- Description of how the incident occurred
- Risk assessment outcome
- Actions taken in response
- Any notifications sent to clients or regulators

Incident logs are stored securely and made available to the **CAI** upon request.

Regular reviews of internal practices are conducted to prevent similar incidents from occurring in the future.

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## 15. Modifications to the Policy

This Privacy Policy may be updated from time to time to reflect changes in legal obligations, business practices, technologies used, or services offered by Archiviste Gabriel Côté.

Archiviste Gabriel Côté is committed to keeping clients and users informed about how their personal information is handled, especially if any significant changes occur.

## 15.1 How Updates are Communicated

When the policy is updated, the following steps will be taken to ensure individuals are informed:

- The **"Last Updated" date** at the top or bottom of the policy will be revised
- A **notice of changes** will be posted on the website (e.g., via a banner or a dedicated notice page)
- If changes significantly affect your rights or how your data is processed (e.g., new data uses, new third-party sharing), Archiviste Gabriel Côté will **notify affected individuals directly**, if contact information is available
- Consent may be requested again if required by law, especially for new uses of personal information

You are encouraged to review this Privacy Policy periodically to stay informed about how your personal information is protected.

## 15.2 Effective Date of Changes

Any modifications to this Privacy Policy take effect on the date they are posted or communicated, unless otherwise stated.

If required by law or regulation, certain changes will only take effect after a specific notice period or upon receiving renewed consent from affected individuals.

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## 16. Contact Information

If you have any questions about this Privacy Policy, wish to exercise your privacy rights, or need to report a concern related to the handling of your personal information, you are encouraged to contact Archiviste Gabriel Côté directly.

### 16.1 How to Exercise Your Rights

To make a request regarding your personal information—such as accessing, correcting, deleting data, or withdrawing consent—you can contact the Privacy Officer using the information below.



Please include enough detail in your request to allow us to verify your identity and process your request efficiently. We will respond within **30 days**, as required by law.

## 16.2 How to Reach the Privacy Officer or Business Owner

### **Privacy Officer**

Gabriel Côté

Archiviste Gabriel Côté

Email: [archiviste.gabriel.cote@outlook.com](mailto:archiviste.gabriel.cote@outlook.com)

Phone: 819-701-1366

Mailing Address: 1220 rue Saint-Oliver, Trois-Rivières, Québec, G9A 4B9

If you are unsure about your request or simply want to ask a question about your personal data, we are happy to help clarify or guide you through the process.

## 16.3 How to File a Complaint

If you believe your personal information has been mishandled, or if you are dissatisfied with how your request was handled, you may file a complaint directly with Archiviste Gabriel Côté or with Quebec's privacy authority:

### **Commission d'accès à l'information du Québec (CAI)**

Website: <https://www.cai.gouv.qc.ca>

Phone: 1-888-528-7741 (toll-free in Quebec)

We take all complaints seriously and will investigate promptly. Our goal is to ensure your personal information is handled with integrity, transparency, and full respect for your rights.

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## 17. Additional Provisions

### 17.1 Privacy of Minors

Archiviste Gabriel Côté does not knowingly collect personal information from individuals under the age of 14. Our services and website are intended solely for adults, and only adults may engage our services. However, in cases where family documents are archived—such as photographs or certificates—incidental personal information related to minors may be present. In such instances, any data involving minors will be handled in compliance with applicable privacy regulations and with the informed consent of the responsible adult.

## 17.2 Automated Processing and Inference Tools

In some cases, aggregated or anonymized information may be processed using tools that include automation or algorithmic assistance (e.g., metadata tagging or digital archiving tools). No decisions affecting clients are made solely based on automated processing.

## 17.3 Data Residency Commitment

Archiviste Gabriel Côté prioritizes service providers that host data in Quebec or Canada. When data must be stored outside of Canada, contractual safeguards (e.g., data processing agreements) are applied to ensure the information receives a level of protection equivalent to Quebec law.

## 17.4 Accessibility of this Policy

This policy can be provided in alternative formats (e.g., large print, plain language, or audio) upon request. Please contact the Privacy Officer to request an accessible version.

# Appendix

To comply with **Law 25** (and generally good privacy governance), Archiviste Gabriel Côté has **simple, accessible forms** that individuals can use to exercise their rights. These forms are:

- **Clear, user-friendly**, and easy to fill out
- Allow for **identity verification**
- Include a clear description of the request
- Indicate how to submit (email, mail, etc.)

The list includes:

**1. Request for Access to Personal Information:** For individuals who want to know what personal information is being held and how it's used.

**2. Request for Correction of Personal Information:** To request updates or corrections to inaccurate or incomplete data.

**3. Request to Withdraw Consent:** For individuals who no longer want their data to be used.

**4. Request for Deletion (Right to be Forgotten):** To request deletion of personal data, where legally and contractually possible.

**5. Request for Data Portability:** To receive a copy of their personal information in a digital format.

**6. Privacy Complaint Form:** To file a complaint about how personal information was handled.