



Privacy Policy

Protecting privacy is important to Aeroneuf and safeguarding your rights is fundamental to us. This Privacy Policy outlines how we go about handling personal information.

Any personal information provided to us will be subject to the terms of this Policy and applicable legislations.

1. Definitions :

"Personal information" means any information about an identifiable individual or that, taken separately or in combination with other data, allows an individual to be identified.

"Legal purpose of processing" means the main objective of the use of personal data. Data is collected for a precise and legitimate purpose and is not further processed in a way that is incompatible with this initial purpose.

"Supervisory Authority" means the competent authority responsible for ensuring the application of the law regarding the protection of personal information.

"Legal basis for processing" means the legal justification that allows an organization to collect, process and use personal information about individuals.

"Data Controller" means the natural or legal person who, alone or jointly with others, determines the purposes and means of processing personal information.

2. Who is the data controller?

Aeroneuf is a TCCA Authorized Maintenance Organization (AMO) based in Laval, Quebec

Data Controller: Susy Nunes – Vice President/CFO
T 514 631-2173
susyn@aeroneuf.com

Address: Aeroneuf Instruments Ltée
600 3E Ave
Laval (Quebec) H7R 4J4

3. Why do we collect and use your personal information?

Aeroneuf guarantees your privacy and protects the confidential nature of the information you submit. Any information you submit will remain strictly confidential and may be used for the sole purpose of establishing a customer database for the intended business relationship.

Aeroneuf will not use or disclose personal data collected for any purpose other than that for which the data was collected without the express consent of the customer or as required or permitted by law.

Legal purpose of processing Personal Data

In order to manage the services offered by Aeroneuf to its clients, we need identification information, including contact information (ie: Name, Address, Telephone, Email), to identify the persons or entity and/or their credit card details as required for the following purposes;

- to receive sales orders or open repair orders per the agreement established by all parties
- to provide updates for serviced or purchased items.
- to provide return shipping for serviced or purchased items
- to receive payments for serviced or purchased items.

Thus, we process personal information because it is necessary for the provision of our services.

Eventual recipient of this data :

- Only limited key staff members of Aeroneuf Instruments will have access to your personal data
 1. Executive Administration/Proprietors (President & Vice President)
 2. Accounts Receivable representative (under direct supervision of our Data Controller/VP)

4. What personal information do we collect during our activities and how?

a) Personal identifying information:

When receiving an order to purchase or provide service for avionics at Aeroneuf, you are the source of all information provided and we may collect identifying information of such as title, surname, first name, addresss, telephone and email details

b) Credit Card Details:

Aeroneuf accepts the following methods of payment: Cheque, EFT, Wire & Credit Card

In the instance where payment for services rendered are to be paid by Credit Card. The exchange of details can be made by you via telephone, email or in person for the sole purpose of processing the payment and is handled as follows.

- Credit card details provided at time of payment, ARE NOT retained, (destroyed – shredded or email permanently deleted, once transaction completed – and only a payment transaction receipt provided to client and a copy of same receipt retained on file with incomplete card number details)

5. Website Cookies

When you use our website, we collect information using cookies and similar technologies.

Aeroneuf's website uses cookies to analyze website traffic and optimize your website experience. By accepting to our use of cookies, your data will be aggregated with all other user data. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work more efficiently and to provide information to the owners of the website. You can change your cookies settings anytime following the controls provided by your browser.

6. How do we protect personal information?

As the controller, Aeroneuf takes all necessary measures to ensure the security and confidentiality of personal information. We strive to prevent any damage, unauthorized access or misuse of information. To achieve this goal, we implement appropriate organizational measures

Any personal information kept in hard copy is retained in secure facilities. Access to these facilities is restricted to authorized Aeroneuf personnel only. The physical security of our IT systems is a priority, and we ensure that the buildings housing these systems are well secured.

We require all our staff, and anyone involved in the processing of information, to scrupulously comply with data protection rules and to maintain the confidentiality of the information processed.

7. How long do we keep your personal information?

Personal Information is retained as long as the business relationship continues between Aeroneuf and its client, and for a minimum of 7 years from the date of the last transaction, per Canadian tax laws.

When no longer needed, personal information is destroyed, anonymized or disposed of using secure methods.

8. What rights do you have and how can you exercise them?

In accordance with the applicable regulations, you may have the right to (a) access, (b) rectify, (c) delete, (d) limit the processing of your data, (e) portability of your data and (f) object to the processing of your data.

a) The right of access

You may have the right to request confirmation that we are processing your personal data and, if so, to receive a copy of it. When we respond to a request to exercise the right of access, we also provide you with additional information such as the purposes of the processing concerned, the categories of personal information and any other information relating to such processing.

b) The right of rectification

You may have the right to request rectification of your personal data if you find it to be inaccurate. You may also, in view of the purposes of the processing concerned, request that it be supplemented, which may involve the provision of additional information.

c) The right to erasure

You may have the right to request the deletion of your personal information. This right can only be exercised in certain cases. For example, your personal data may no longer be required for the purposes for which it was collected, or it may have been processed unlawfully. If you exercise this right, and if one of the reasons applies to your request, we will delete your personal data as soon as possible.

d) Contact for exercising rights.

If you wish to exercise your rights, please contact us via the information provided in section 2 (Data Controller)

e) Complaints to the Supervisory Authority

Individuals may, if they deem it necessary, especially after contacting us, lodge a complaint with the competent personal information protection authority (*Commission d'Accès à l'Information pour le Québec*).