

# METALUNIC

## PRIVACY PROTECTION

This privacy protection policy governs the collection, the communication, and the use of personal information by 9408-5115 Québec Inc. (hereafter “Metalunic”). It also governs non-personalized information collected through our website.

### 1. PERSONAL INFORMATION

This policy applies to personal information as defined in the Act Respecting the Protection of Personal Information in the Private Sector; that is, all information concerning an individual and which enables that individual to be identified.

Note that the various Metalunic sites are equipped with video surveillance cameras, all for prevention and security purposes.

#### Collection of Personal Information

We may collect personal information in several ways:

A) Voluntarily when Metalunic asks you for personal information in any of the following cases:

1. When purchasing or ordering our products or services;
2. When placing a special order;
3. When requesting delivery service;
4. When renting tools or other products from Metalunic;
5. When loaning a material sample;
6. When opening a customer account;
7. When applying for credit;
8. When requesting information or a price quote regarding our products and services;
9. When requesting a repair or when the legal warranty is applicable;
10. When returning, exchanging or refunding a product;
11. When consulting our website [www.metalunic.com](http://www.metalunic.com)

12. In the event of an incident involving you in one of our properties and if this incident causes material or physical damage to a representative or an employee of Metalunic, a third party, or yourself.
13. At the time of a contest organized by Metalunic;
14. At the time of a survey conducted by Metalunic in which you have agreed to participate;
15. When communicating with us.

B) Automatically through the use of cookies and similar technologies when you visit our website or use our services

C) From third-party sources where permitted by law.

Depending on the applicable situation, you could be asked for the following personal information, in particular: your last and first names, your address, your postal code, your telephone number, your email address, a piece of identification.

On our website, [www.metalunic.com](http://www.metalunic.com), you can request information, make comments and suggestions, request a quote, or apply for a job at Metalunic. In the course of these operations, you may be asked to provide the following personal information, depending on the type of operation, in particular: your first and last name, your address, your postal code, your telephone number, your e-mail address, your birthday (day and month), your education and professional experience, and your professional interests.

### **The Use of Personal Information**

Metalunic uses collected personal information for the following purposes, in particular:

1. Protecting against fraud and errors;
2. Providing you with adapted services and carrying out these services in a consistent and complete manner (transactions, purchases, special orders, deliveries, payments made to the customer account, returns, refunds or exchanges, etc.);
3. Helping you visit and communicate with us;
4. Offering you services and support;
5. Ensuring your satisfaction and conducting follow-ups in this respect;
6. Improving your shopping experience and our products and services;
7. Establishing and maintaining healthy business relationships and healthy relationships with our customers;

8. When you consent, informing you about our products, services, and special offers, as well as the best way for you to benefit from them. This information may be provided to you in a targeted manner, all according to the interests that you have indicated at the time of creating your user profile;
9. Producing statistics, but in this instance, the said statistics will not contain any personally identifiable information;
10. Complying with the laws in effect.

Collected personal information will be used solely for the purposes stated or for more specifically stated purposes at the time when you provide your personal information.

Please be assured that personal information collected on the [www.metalunic.com](http://www.metalunic.com) website will not be automatically used to send you special offers or any other commercial communication, unless this has been mentioned to you at the time of providing said personal information on our website, notably when requesting an online quote or any other services offered on our website.

#### **Disclosure of Personal Information**

Metalunic will not disclose your personal information to third parties, except if you have previously consented to such communication or if this communication results from an express request on your behalf. If necessary, you will be informed of such communication.

#### **Agents and Third Parties**

Metalunic may offer certain products and services provided by agents and third parties, in particular: processing credit card transactions, delivery services, installation or repair services. As part of our service offer, it is possible that personal information may be disclosed to these third parties so that they can perform their duties in a consistent manner.

If Metalunic merged with another company, if Metalunic sold the whole or part of its assets to another company, or if Metalunic was being financed by another company, the personal information in its possession could be disclosed to the amalgamating company, the purchasing company, or the lending company, depending on the circumstances. This personal information would be used in accordance with this policy.

Note that personal information held by Metalunic may be disclosed within the context of a search warrant, an investigation, or any other procedure provided for under a law or a court order. This information may also be disclosed to an investigative body regarding the breach of an agreement or the violation of a law. This information may also be disclosed where required by law.

Note that we reserve the right to disclose your personal information as part of a recovery process to help us collect a debt owed to us by you.

### **Withdrawal of Consent**

You can withdraw your consent as to what Metalunic uses or discloses of your personal information at all times. Please submit any such request of withdrawal of consent in writing to the following email address: [vieprivee\\_privacy@metalunic.com](mailto:vieprivee_privacy@metalunic.com) . Note that we may thereafter demand a proof of identity allowing us to identify you.

You should be aware that withdrawing your consent to the use or disclosure of your personal information may, in some cases, make it impossible to carry out a transaction, a return, an exchange, or a refund, or provide you with one or several products or services.

### **Access to Personal Information About You**

You can access personal information about you that is in Metalunic possession. You can also request a correction or an update of this information if necessary. Either one of these requests should be sent in writing to the following email address: [vieprivee\\_privacy@metalunic.com](mailto:vieprivee_privacy@metalunic.com) Note that we may thereafter demand a piece of identity or any other means of identification in order to ensure us that either of these requests is being made by the right person, that the personal information requested is disclosed to the right person, or that the corrections requested and to be brought are exact.

### **Contact**

For all questions relating to privacy protection, please contact the Chief Privacy Officer.

Chief Privacy Officer  
101 Royal, Les Coteaux (Québec)  
J7X 1A6

[vieprivee\\_privacy@metalunic.com](mailto:vieprivee_privacy@metalunic.com)

### **Information Collected Through Our Website**

Metalunic, through the website [www.metalunic.com](http://www.metalunic.com), collects information regarding pages visited, URL addresses used on this site, the browser type used, and the Internet Protocol address (IP address). Most of this data is collected through cookies or other analysis technologies.

The pages of our website use cookies and web beacons. This data is collected through our website in order to inform us of the use, the performance, and the efficiency of our website. This non-personalized information allows us to improve the content and the use of our website and collect information on the browsing habits of our clientele.

### **Cookies**

A cookie is a small data file transmitted from a website to the browser that you use to consult this website. Cookies are transmitted when you consult our website, request or personalize information, or when you register to receive certain services through our website. Cookies are saved in the cache memory of your browser. Cookies do not disclose any personal information to our website. In general, cookies can be distinguished between “session” and “permanent” cookies.

“Session” cookies do not remain on your computer after leaving our website or after closing your browser. All of the information collected allows us to analyze the browsing habits concerning our website, which helps us to, in particular, improve and adapt the website content and simplify its use.

“Permanent” cookies are those that remain on your computer. They are used to simplify personalization and registration services. In particular, these cookies inform us of what you have chosen to look at when visiting our website or allow us, if you have a user profile, to recognize when you browse our website (access to your user profile, however, requires your password). “Permanent” cookies can be manually deleted by the user.

Most browsers are defaulted to accept cookies, but you generally have the option of refusing or limiting them by modifying your browser preferences. If you decide to refuse them, be aware that certain functions of our website run the risk of not properly functioning and certain pages may not appear correctly. We encourage you to consult your browser options for further details about using and deactivating cookies.

### **Web Beacons**

The electronic newsletters in HTML format use web beacons in addition to cookies to generate statistics on website use. A web beacon is a single pixel (1x1) or transparent GIF electronic image. They can recognize certain types of information on a visitor's computer, such as the visitor's cookie number, the hour and access date of a page, and the page description where the web beacon is found. You can deactivate certain web beacons by rejecting the cookies associated with them.

## **2. PERSONAL INFORMATION SECURITY**

Metalunic is committed to protecting the personal information that you share with us. In order to avoid any unauthorized access or disclosure and to ensure the correct use of this information, Metalunic has established physical, electronic, and human procedures

aimed at securing collected information. Metalunic will conserve your personal information only as long as necessary for the purposes for which it was collected.

### **3. GENERAL TERMS**

The recommendations stated on the website [www.metalunic.com](http://www.metalunic.com) are provided for informational purposes only and Metalunic cannot be held responsible for results that would be different than those intended in the said statements.

### **4. POLICY MODIFICATIONS**

This policy as well as the Metalunic Terms of Use, the Metalunic Terms of Sale, the Metalunic Return Policy, and the Metalunic Promotional sales may be modified by Metalunic at any time. Modifications set forth herein will be posted on the website [www.metalunic.com](http://www.metalunic.com).

***November 2023***

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## **Cookie Policy**

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Cookie Policy Cookies are small text files saved on your computer or mobile device. They contain information about the browser you are using and the pages you have visited.

### **What are cookies used for**

Most websites use cookies. They perform various functions and are distinguished by their different roles.

To manage cookies in a specific way on our website, you can at any time use the sliding buttons below to “Activate” or “Deactivate” “Statistics” or “Advertising” navigation cookie files. These choices are valid for a maximum of 365 days. Note that this management of browsing cookies is associated with the browser and the device you use. If you use another device or another browser during your next visit, the banner asking you to manage your browsing cookies will reappear. To learn more about how Metalunic collects, uses or communicates your personal information, please read our [Privacy Policy - Metalunic](#).

### **Functional cookies (required)**

These cookies are essential for the proper functioning of the Metalunic website. This is why you cannot delete them.

They allow :

- Check if your browser accepts cookies
- To ensure the security of your navigation
- Facilitate caching of browser content to help pages load faster

### **Statistical cookies**

These cookies allow us to know the use made of our sites and their performance, to establish usage statistics and to determine the volumes of attendance and use of the various elements making up our sites ( sections and contents visited, route).

They allow :

- To improve the relevance and ergonomics of our services in order to better meet your needs.
- To determine the number of times an Internet user has visited our website
- Advertising cookies

With your consent, third-party companies place cookies used to determine your interests. These cookies allow us to adapt our advertising messages according to your interests, taking into account the last sections you visited on our website.

### **These cookies allow us in particular:**

- To adapt the content displayed on your device in our advertising spaces based on the personal data you have provided to us;
- To benefit from our personalized advice and offers adapted according to your point of origin (for example, if you come from a partner site);
- To adapt our advertising spaces to the display characteristics of your device (language used, display resolution, operating system, etc.);
- To adapt the content displayed on your device in our advertising spaces, according to the browsing history of your device on our site;
- To adapt the content displayed on your device in our advertising spaces based on your location data.

### **How to manage cookies from your browser**

You can delete or disable cookies from your browser at any time.