

WEBSITE PRIVACY POLICY

This Website Privacy Policy applies to: <https://www.transport-besner.com>

Last update: January 30, 2024

The respect of your private life is of the utmost importance for TFI Transport 11 Inc (Besner), who is responsible for this website.

This Privacy Policy aims to lay out:

- the way your personal information is collected and processed. "Personal information" means any information that could identify you, such as your name, your mailing address, your email address, your location and your IP address;
- your rights regarding your personal information;
- who is responsible for the processing of the collected information;
- to whom the information is transmitted;
- if applicable, the website's policy regarding cookies.

1. FORMS AND METHODS OF COLLECTION

The personal information we collect is collected through the collection methods described in the following section.

Your personal information may be collected through the following methods:

- Contact form

We use the collected data for the following purposes:

- Contact

In the process of submitting a form on our site, we may collect the following information:

- Last Name
- First name
- Email address
- Phone and/or fax number

2. COOKIES AND LOG FILES

We collect information through log files and cookies. These allow us to process statistics and information about traffic on the Website, to ease navigation, and to improve your experience for your comfort.

a) Cookies used by the Website

The cookie files used on the Website are the following:

- Operating system and devices used

- Pages visited and queries (date, time, duration and frequency of your visits)
- Your computer's anonymized IP address (your IP address is changed, making it impossible for others to link to you)

The use of such files allows us to achieve the following purposes:

- Remarketing
- Analytics
- Improved user experience

b) Objection to the use of cookies and log files by the Website

You may refuse the recording of these cookies in two ways:

- By configuring your browser
- By closing the cookie banner at the bottom of the page without clicking on the "Accept" button

Once you have deactivated cookies and log files, you may continue your use of the Website. However, any malfunction resulting from this deactivation shall not be considered of our making.

*Configuring your browser settings

To block cookies, you can configure your browser's cookie settings. Most browsers are set to allow cookies by default. If you don't allow sites to save cookies, you can change your browser settings to reject all cookies, or to allow/block cookies on a case-by-case basis prior to their installation. You can also regularly delete cookies from your device via your browser.

Each browser has different settings. In general, you can disable cookies by selecting your preferences on your browser (typically accessible in your browser's "Settings" or "Privacy" tabs) for each of your devices (tablet, smartphone, computer, etc.).

Disabling all cookies may prevent you from using or accessing certain functions of our website.

Your browser's help menu explains how to manage your cookie preferences.

Internet Explorer™: <http://windows.microsoft.com/en-us/windows-vista/Block-or-allow-cookies>

Safari™: <https://support.apple.com/en-ca/guide/safari/sfri11471/mac>

Chrome™: <https://support.google.com/chrome/answer/95647?hl=en>

Firefox™: <https://support.mozilla.org/en-US/kb/clear-cookies-and-website-data-single-domain-android>

Opera™: <http://help.opera.com/Windows/10.20/en/cookies.html>

3. SHARING PERSONAL INFORMATION

We are committed not to selling to third parties or otherwise commercialize the personal information we collect. However, we may share this information with third parties (Google Analytics, Google Ads, Facebook) for the following reasons:

- Advertising

If you do wish that we not share your personal information with third parties, you may object at the time of collection or at any time thereafter, as described in the "Right of objection and of withdrawal" section.

4. STORAGE PERIOD OF PERSONAL INFORMATION

The controller will keep in its computer systems, in reasonable security conditions, the entirety of the personal information collected for the following duration: 5 years.

5. HOSTING OF PERSONAL INFORMATION

Our website is hosted by: Bissonnette Communication Impact, located at the following address:

5300 Bd des Galeries Bureau 210, Québec City, Quebec G2K 2A2.

The host may be contacted at the following phone number: (418) 529-7272.

Personal information we collect and process is exclusively hosted in Canada.

6. CONTROLLER

a) Controller

The "Controller" is: François LeBlanc. The Controller may be contacted as follows:

by email to

fleblanc@besner.com

The Controller is in charge of determining the purposes for which personal information is processed and the means of such processing.

b) Obligations of the Controller

The Controller is committed to protecting the personal information collected, not to transmit it to third parties without informing you, and to respect the purposes for which personal information was collected.

In the event that the integrity, confidentiality or security of your personal information is compromised, the Controller is committed to notifying you.

7. RIGHT OF OBJECTION AND OF WITHDRAWAL

You have the right to object to the processing of your personal information by the Website ("right to object"). You also have the right to request that your personal information does not appear, for example, on a mailing list ("right to withdraw").

If you wish to exercise the right to object or the right to withdraw, you must follow the procedure described hereinafter:

write an email to

fleblanc@besner.com

8. RIGHT OF ACCESS, OF RECTIFICATION AND OF REMOVAL

You have the right to consult, update, modify or request the removal of information about you by following the procedure described hereinafter:

write an email to
fleblanc@besner.com

9. SECURITY

Personal information we collect is stored in a secured environment. People working for us are obligated to respect the confidentiality of your personal information.

To ensure the security of your personal information, we use the following methods:

- SSL (Security Sockets Layer) Protocol
- Access management - person concerned

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations that allow us to ensure the confidentiality of your transactions. Nevertheless, no mechanism can ensure complete security, and transmitting personal information on the Internet always contains an element of risk.

10. CHANGES TO OUR PRIVACY POLICY

Our Privacy Policy may be viewed at all times at the following address:

<https://www.transport-besner.com/en/privacy-policy>

We reserve the right to modify our Privacy Policy in order to guarantee its compliance with the applicable law.

You are therefore invited to regularly consult our Privacy Policy to be informed of the latest changes.

11. ACCEPTANCE OF OUR PRIVACY POLICY

By using our Website, you certify that you have read and understood this Privacy Policy and accept its conditions, more specifically conditions relating to the collection and processing of personal information, and the use of cookies.

12. APPLICABLE LAW

We are committed to ensuring compliance with all applicable legislation, including, but not limited to:

- the Criminal Code (R.S.C., 1985, c. C-46);
- Canada's anti-spam legislation (CASL);
- the National Security Act, 2017 (S.C. 2019, c. 13);
- the Communications Security Establishment Act (S.C. 2019, c. 13, s. 76);
- the Security of Information Act (R.S.C., 1985, c. O-5);
- the Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5) or Provincial counterparts in jurisdictions that have their own privacy laws.