POLICY

Privacy Policy

Protection of Personal Information

G2S TOBEQ Inc.

Information	Details
Privacy Officer	Sandra Harris
Version	1.0
Status	Approved
Date	October 1, 2026
Distribution	Website and upon request

1. Your Privacy Matters to Us

At G2S TOBEQ Inc. (“G2S TOBEQ,” “we,” “our”), we place great importance on protecting the personal information entrusted to us. Whether you are a customer, a business contact, an employee, a job applicant, a director, a supplier, or a visitor to our website, we are committed to processing your personal information transparently and in accordance with applicable law.

This policy explains, in simple terms, the categories of personal information we may collect, the reasons for collecting it, the situations in which it may be used or disclosed, the safeguards we have in place, how long we retain it, and the rights you have.

2. Our Commitments to You

- to collect only the personal information necessary for the purposes identified before or at the time of collection;
- to use and disclose personal information only for the intended purposes, except where the law permits or requires otherwise;
- limit access to those who need it to perform their duties or fulfill their mandate;
- implement administrative, physical, and technological safeguards appropriate to the sensitivity of the information;
- retain the information only for as long as necessary or as required by law;
- promptly process requests for access, correction, and complaints;
- periodically review our governance and security practices.

> ***Good to Know—G2S TOBEQ does not sell the personal information entrusted to it.***

3. Why Do We Have This Policy?

This policy describes G2S TOBEQ’s key practices regarding the collection, use, disclosure, retention, and protection of personal information. It aims to inform data subjects in accordance with the Act respecting the protection of personal information in the private sector (Québec), as amended in particular by Bill 25.

It supplements G2S TOBEQ’s internal policies and procedures, including the Policy on the Retention and Destruction of Personal Information, the Information Technology and Security Policy, and the mechanisms for managing privacy incidents.

4. To whom does this policy apply?

This policy applies to personal information collected in the course of G2S TOBEQ’s activities, particularly with respect to the following categories of individuals:

- employees;
- job applicants;
- customers who are individuals;
- points of contact and contacts at corporate clients;
- directors;
- suppliers, partners, and other individuals with whom G2S TOBEQ interacts;
- visitors to our website and, where applicable, our online store.

This policy covers information collected through various means, including in person, by phone, by email, via paper or electronic forms, through the website, in connection with transactions, or through technology platforms used by G2S TOBEQ.

5. What categories of personal information may we collect?

The information collected varies depending on your relationship with G2S TOBEQ and the services involved. It may include, among other things:

Identification and contact information: last name, first name, address, email, phone number, date of birth, and other information that allows us to identify you or contact you.

Customer and transaction information: contact details, shipping or billing address, payment information, service history, warranty information, customer accounts, contracts, and purchase orders associated with an identifiable individual.

Human resources information: contact information, SIN when required, banking information, compensation, timesheets, benefits, performance evaluations, training, licenses and diplomas, tax information, emergency contacts, disciplinary records, and information related to termination of employment.

Health, Occupational Health and Safety (OHS), or Accommodation Information: medical notes, CNESST information, or other information necessary for managing health, safety, or an accommodation measure. This information is considered particularly sensitive and is subject to enhanced protections.

Recruitment-Related Information: Resumes, contact information, work experience, professional references, information regarding the right to work in Canada, and, where relevant and authorized, background check results.

Information regarding directors: personal contact information, date of birth, information required for corporate records, and, when required for a specific purpose, certain personal identifiers.

Technical information: information generated when using the website or digital systems, such as IP address, device or browser type, and data related to cookies, when these technologies are used.

> ***Good to Know - We strive to limit the collection of information to what is necessary for the intended purpose.***

6. How do we collect your personal information?

We primarily collect personal information directly from you. Depending on the context, this information may be collected when you:

- contact us by phone, email, form, or in person;
- create an account, request a service, complete a transaction, or make a request related to a delivery, invoice, or warranty;
- submit an application or participate in a recruitment process;
- are hired or provide information necessary for managing the employment relationship;
- act as an administrator or contact person for a corporate client;
- use our website or online store.

In certain situations provided for by law, information may also be collected from an authorized third party, such as a recruitment agency, an audit firm, an insurer, a service provider, or a competent authority.

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

Depending on your relationship with G2S TOBEQ, personal information may be used, among other things, to:

- create and manage a customer account;
- process transactions, deliveries, invoices, and warranties;
- provide customer service and respond to inquiries;
- manage business relationships and communications with corporate contacts;
- recruit, hire, and manage staff, payroll, benefits, performance, training, health and safety, and termination of employment;
- comply with our tax, accounting, corporate, contractual, and legal obligations;
- protect our systems, facilities, assets, and personal information;
- prevent, detect, and manage fraud, security incidents, or privacy incidents;
- ensure the continuity and improvement of our operations and services.

We do not use personal information for a purpose incompatible with the one for which it was collected, except with the required consent or where permitted by law.

8. How Do We Obtain Your Consent?

When consent is required, G2S TOBEQ ensures that it is explicit, freely given, and informed, and provided for specific purposes. The form of consent depends on the context and the sensitivity of the information. Express consent may be required, in particular, for certain sensitive information or specific uses.

You may withdraw your consent when it forms the basis for processing, subject to applicable legal or contractual obligations. However, withdrawal may limit our ability to provide certain services or maintain certain features.

> ***Good to Know—This policy provides information about our general practices. Specific notices or consent requests may be presented at the time of certain data collections.***

9. In what situations may we disclose your personal information?

G2S TOBEQ may disclose certain personal information when necessary for its operations or permitted by law, including:

- to technology, payroll, cloud services, payment, recruitment, or other service providers necessary for our operations;
- to insurers, professionals, advisors, or auditors when their services are required;
- to public authorities, government agencies, or other parties when required or authorized by law;
- to any other person with your consent, when consent is required.

Access and disclosure are limited to the information necessary to fulfill the mandate. When vendors process information on our behalf, G2S TOBEQ seeks to establish contractual terms governing the confidentiality, security, use, retention, return, and destruction of the information, depending on the nature of the service.

10. Can personal information be disclosed outside of Quebec?

G2S TOBEQ operates across Canada and uses technologies and service providers whose data locations or access points may vary. When personal information must be disclosed outside of Quebec, G2S TOBEQ assesses the situation in accordance with applicable requirements prior to disclosure, including through a Privacy Impact Assessment (PIA) when required.

Appropriate measures are then put in place to govern the disclosure and limit access to the necessary information. The precise location of certain service providers or technological environments may change and is managed in G2S TOBEQ's internal inventory.

11. How do we use cookies?

When you visit our website or online store, cookies or similar technologies may be used to ensure the site's functionality and security, remember certain preferences, support transactions, or generate usage statistics.

When consent is required for certain cookies or technologies, it is requested in accordance with applicable requirements. You can also manage certain cookies through your browser settings; however, disabling certain cookies may limit some functionality.

12. How long do we retain your personal information?

G2S TOBEQ retains personal information only for as long as necessary to fulfill the purposes for which it was collected or to comply with applicable legal, regulatory, contractual, tax, or accounting obligations.

The applicable retention periods are governed by the Personal Information Retention and Destruction Policy and its retention schedule. Upon expiration, the information is securely destroyed or, where permitted and appropriate, anonymized in accordance with applicable requirements. Destruction may be suspended when a record must be retained due to litigation, an investigation, an audit, an access request, or another specific obligation.

13. How do we protect your personal information?

G2S TOBEQ implements administrative, physical, and technological measures tailored to the sensitivity, purpose, volume, distribution, and medium of personal information. Depending on the context, these measures include, among others:

- restricted physical access and locked filing cabinets;
- access controls based on job functions and the principle of least privilege;
- multi-factor authentication when available or required;
- encryption of data in transit and, where applicable, of devices or backups;
- antivirus, antispam, firewall, and VPN measures;
- backups and recovery mechanisms;
- Revocation of access upon departure or role changes;
- security policies applicable to devices, remote work, communications, and vendors;
- mechanisms for reporting and managing privacy incidents.

However, no security measure offers an absolute guarantee. G2S TOBEQ reviews its practices in light of evolving risks, technologies, and its business activities.

14. What are your rights?

Subject to the conditions and exceptions provided for by applicable law, you may, in particular:

- request access to your personal information;
- request the correction of inaccurate, incomplete, or ambiguous information;
- withdraw your consent when it forms the basis for the processing;
- request, in situations provided for by law, the cessation of the dissemination of personal information or the de-indexing of a hyperlink;
- request the portability of certain computerized personal information, where applicable;
- file a complaint regarding the protection of your personal information.

To protect the confidentiality of information, G2S TOBEQ may request sufficient proof of identity before processing a request. Requests are processed in accordance with the timeframes and procedures provided for by law.

15. Filing a Complaint

If you believe that your personal information has not been processed in accordance with this policy or applicable law, you may contact the Privacy Officer. G2S TOBEQ will review the request confidentially and diligently.

You may also contact the Commission d'accès à l'information du Québec in accordance with the legal remedies provided by law.

16. How to Contact Our Privacy Officer

G2S TOBEQ has appointed Sandra Harris as its Privacy Officer. You may contact her to exercise your rights, ask a question about this policy, withdraw consent where applicable, report an incident, or file a complaint.

Contact	Sandra Harris
Organization	G2S TOBEQ Inc.
Email	Sharris@g2stobeq.ca
Address / Phone	514-822-9032

17. Links to Other Websites

Our website may contain links to websites or services operated by third parties. When you leave the G2S TOBEQ environment, the privacy practices of those third parties apply. We encourage you to review their policies before providing them with personal information.

18. How Can This Policy Be Amended?

G2S TOBEQ may amend this policy to reflect changes in its practices, services, technologies, or applicable laws. The most recent version is the one made available by G2S TOBEQ. When a significant change is made, reasonable steps will be taken to notify affected individuals, depending on the nature of the change and the circumstances.

19. Effective Date and Approval

This policy takes effect on the date of its approval. It is reviewed periodically and whenever significant changes occur regarding operations, the categories of information held, technologies, vendors, or applicable obligations.

Approval	Name and Signature	Date
Privacy Officer	Sandra Harris Signature: S. Harris	October 2nd, 2026