

## **PRIVACY STATEMENT**

LANLA develops and controls the **opinion.familiprix.com** website and other survey sites affiliated with LANLA clients ("the Sites"). To encourage Site visitors to fill out a survey ("Survey"), LANLA organizes contests for promotional prizes ("Promotional Contests"). LANLA created this privacy policy to demonstrate its commitment to privacy. It discloses LANLA's information gathering and dissemination practices for this website.

LANLA undertakes to uphold and comply with the provisions of the *Personal Information and Electronic Document Protection Act* ("the Act") and all other relevant legislation. Insofar as additional protections in the Act are provided to the plaintiff without prejudice, LANLA undertakes to give full effect to these additional protections. LANLA respects the privacy of each individual Site visitor with whom it comes into contact.

LANLA will not gather personally identifiable information such as a visitor's name, address, phone number, email address, rewards programs, or loyalty card numbers ("Personal Information"), unless explicitly provided. LANLA will not give, rent, or sell Site visitors' personal information to any organization or individual unless visitors explicitly so authorize. If visitors do not want their Personal Information gathered, they should not provide it. If visitors choose not to give LANLA their Personal Information, they will be unable to enter the promotional contests offered on the Sites. If visitors have already provided Personal Information and would like it removed from LANLA's records, or if they wish to know what Personal Information of theirs LANLA has in its records, they may consult the Contact section below.

### **Surveys and Promotional Contests**

LANLA's online and phone Surveys and promotional contests that request Personal Information from visitors may also request financial information such as income levels, and demographic information such as postal code or age. Unless given explicit permission, as above, the Personal Information will be used only to run the promotional contests and inform visitors if they have been selected as a potential winner.

Survey results will be shared with a third party only in groupings that are not in any way linked to Personal Information. Exceptions to this policy are outlined in the following three sections.

### **Contact Request Option**

Some surveys give visitors the option to be contacted by LANLA or by one of LANLA's clients to discuss their experience. Visitors must select this option ("Option") if they wish to be contacted and, if they wish, their Personal Information will be shared with the LANLA client for whom the survey was completed.

### **Option to Receive Additional Surveys or Information or Product Offers**

Some surveys give visitors the option to participate in additional surveys or to receive information from LANLA or a LANLA client. Visitors must select this option ("Option") if they wish to participate or receive information and, if they wish, their Personal Information may be used by LANLA and shared with a LANLA client for this purpose.

### **Help Completing a Survey**

In some circumstances, a visitor may need assistance from LANLA to fill out a survey. In this case, the visitor may be asked to send a message to LANLA using an e-form that requires

personal information. In this case, the Personal Information will be used only to contact the visitor to help resolve any problems accessing the site or completing the survey.

### **Links to Third Party Sites**

The sites contain links to third party sites. LANLA and its affiliates are not responsible for the privacy practices and the content of these Internet sites. Co-branded sites involving LANLA and partner content sites may have privacy policies that are completely independent of LANLA. These privacy policies extend only to data collected on pages supported by LANLA servers. LANLA may share collected information with co-branded sites. However, the collected information may not contain any personally identifiable information.

### **IP Address and Cookies**

LANLA uses visitors' IP addresses to help diagnose problems on LANLA servers and to manage the Sites. Visitors' IP addresses are also used to gather broad demographic information. LANLA Sites use cookies to ensure that visitors don't repeatedly access the same survey and to identify the browser used by visitors so that the Sites work properly with the latest versions of these various browsers. These cookies are not linked to any Personal Information.

### **Security**

The Sites have reasonable security measures to protect against loss, abuse, and the interception of information by third parties. LANLA is not responsible for the interception, alteration, or abuse of information sent over the Internet.

### **Public Forums**

Sites may make forums, message boards, and/or news groups available to their visitors. Please remember that any information disclosed in these spaces becomes public information and visitors should be careful when deciding to disclose personal information.

### **Contact**

If you have any questions about this Privacy Statement, website practices, or your dealings with this website, contact LANLA at:

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Mont-St-Hilaire, QC J3H 3N9

Or send an email to [info@lanla.com](mailto:info@lanla.com)