Société portuaire
du Bas-Saint-Laurent
et de la Gaspésie
Québec

Privacy Policy

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Société portuaire du Bas-Saint-Laurent et de la Gaspésie *(SPBSG)*
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1. INTRODUCTION

As a public body within the meaning of the *Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information* (CQLR. C.-2.1) the Société portuaire du Bas-Saint-Laurent et de la Gaspésie inc. (the "Authority") collects personal information through technological means in the performance of its duties in Quebec, particularly when you consult its website (the "website"), when you create an account and use its portal (the "portal"), when you communicate with the Authority by email or telephone, or when you participate in its public consultations or surveys, whether electronically or in person.

This Privacy Policy forms part of a broader framework of policies and practices governing the Authority's management of personal information.

2. OVERVIEW

This privacy policy addresses the following key questions relating to:

2.1 Organization

- Who is responsible for the personal information collected?

2.2 Categories

- What personal information is collected and on what basis?

2.3 Collection methods

- How is personal information collected?
- How will you be informed when cookies or similar technologies are used, including technologies that may identify you, determine your location or create a profile about you, and how you can enable or disable these features?

2.4 Purposes

- Why is personal information collected?

2.5 Consent, refusal and withdrawal of consent

- On what forms of consent are the use and disclosure of personal information based?
- What happens if you refuse to provide personal information or the means required to provide it?
- How can you withdraw your consent to the use or disclosure of your personal information?

2.6 Disclosure

- To what categories of third parties may personal information be disclosed?
- Can personal information be disclosed outside Quebec?

2.7 Protection and security

- What measures are implemented to protect the confidentiality and security of personal information?

2.8 Access and rectification

- What are your rights of access and rectification regarding the personal information collected about you, and how can you exercise your rights?

2.9 Questions, requests and complaints

- Who can you contact with questions or requests relating to this policy, or with a complaint about the Authority's handling of your personal information?

2.10 Effective date and amendments

- When did this privacy policy come into effect, and when was it last updated?

3. PERSONAL INFORMATION HELD BY THE AUTHORITY

Summary: *the personal information collected by the Authority in the course of its activities is and will remain under its control.*

When the Authority decides to collect personal information and determines the purposes for which it is collected, used or disclosed (whether it is collected, used or disclosed by the Authority itself or by an authorized representative or service provider acting on its behalf), the personal information *is and will remain under the Authority's control.*

4. PERSONAL INFORMATION COLLECTED

Summary: *the Authority collects the personal information required for the legitimate purposes it has determined prior to its collection. Such information may include personal contact information, technical information and web analytics.*

In the course of your relationship with the Authority or when you use a digital platform, application or any other virtual environment controlled by the Authority (including its website and portal), you may be asked to provide certain personal information about yourself or others (e.g., family members, employees, administrators, managers, harbour masters, port users, portal users, or suppliers.).

4.1 Categories of information: where such information is deemed necessary for the purposes identified prior to collection, the Authority may collect personal information from the following categories.

CATEGORY	EXAMPLES
Business contact information	Information enabling the Authority to contact (or facilitate contacting) you in connection with your employment, business or profession, such as your name, employer, position or job title, work address, work telephone and fax numbers, work email address or other similar information.
Personal contact information	Email address, residential or postal address, cell or home telephone numbers.
Work	Professional experience, employment history and previous positions (including roles, duration of employment, responsibilities, achievements and references), information regarding the size of organizations, assessments and recommendations regarding knowledge, skills and competencies, mentions in print and electronic media, and so on.
Education	Degrees obtained, educational institutions attended, fields of study, years of study, academic results, training, qualifications, certifications, and similar information.
Information regarding port services	Arrival and departure times, hot work permits, and operational permits (commercial fishers), and so on.
Technical information	IP address, browser type and version, operating system, screen resolution, device information, and other similar information.
Web analytics	Connection dates and times, pages visited, actions on the website and other interactions with online content.

4.2 Limitations: the Authority only collects the personal information required for the identified and legitimate purposes for which it was collected. It will only use and disclose such personal information for said purposes, unless you provide additional consent or the Authority is authorized or required to do otherwise under applicable law.

5. COLLECTION METHODS

Summary: *personal information is collected using several technological and traditional methods. The Authority uses cookies and similar technologies that may identify, locate and profile visitors to its portal. Users are informed in advance of the use of these technologies and of the means available to manage them.*

Personal information held by the Authority is collected using various methods, including forms, conversations (telephone or in person), correspondence, and any other method of communication you use to enter into contact with the Authority. More specifically, where necessary for the identified purposes, personal information may be collected through the following means:

- Voicemail
- Email
- Documents (paper or electronic)
- Electronic forms
- Electronic notifications
- Authentication services
- Electronic signatures
- Cloud file storage
- Fax
- For the portal specifically: cookies and other technologies with the capability of identifying, recognizing, locating or profiling users
- Text messages

5.1 Cookies: (regarding the portal only) some personal information may be collected through technology with the capability of identifying, locating or profiling visitors to the Authority's portal, in particular cookies. Before such a technology is used, you will be informed, through a widget or other appropriate means, of its use and of the options available to enable or disable the functions allowing you to be identified, located or profiled. (A cookie is a piece of information transmitted between a server and a web browser or a device when a website is visited or a mobile application is used.)

6. COLLECTION PURPOSES

Summary: *the Authority collects personal information for the following purposes: administration and operations; communications and publication; compliance and prevention; quality control and improvement; protection, security and defence; internal management; profiling; and other purposes identified at a later date. In certain exceptional circumstances, privacy laws permit the Authority to use personal information for purposes other than those for which it was collected, without your consent.*

The Authority collects personal information required for the following purposes:

6.1 Administration and operations

- Administering the Authority.
- Opening and maintaining files, and processing requests.
- Recruiting and assessing candidates, including reference, credentials and background checks, depending on the stage of recruitment.
- Performing contracts and mandates, and supplying services.

6.2 Communications and publication

- Communicating with users, employees, suppliers and other interested parties.
- Answering questions.
- Developing and maintaining business relationships.
- Sending newsletters.
- Gathering feedback on projects during public consultations and surveys.

6.3 Compliance and prevention

- Upholding its legal and regulatory obligations.
- Preventing and detecting fraud and corruption risks.

6.4 Quality control and improvements

- Obtaining feedback to support its continuous improvement.
- Maintaining statistics on the quality of its services.
- Improving its website, including through web analytics.
- Processing and resolving concerns, dissatisfactions and complaints.

6.5 Protection, security and defence

- Protecting your rights.
- Protecting the property or security of the Authority or defending its rights and interests (e.g., we may use your personal information in the context of legal proceedings).

6.6 Internal management

- Acquiring, developing, redesigning or managing its own IT systems and electronic service delivery systems.
- Ensuring compliance with website terms of use.

6.7 Purposes identified at a later date

- Any other purposes to which you have consented, whether expressly or implicitly, or as otherwise permitted by law.

6.8 Portal

Specifically regarding the portal, the Authority collects the personal information required for the following purposes:

6.8.1 Administration and operations

- Facilitating requests for berth assignments, supplies and work permits.
- Collecting the information required by law about your vessel and its occupants.
- Performing contracts and mandates, and supplying services.
- Responding to your requests for permits.
- Facilitating the administration of port facilities.
- Managing billing and processing payments.

6.8.2 Communications and publication

- Communicating with users, employees, suppliers and other interested parties.
- Answering questions.
- Issuing or transmitting notices, announcements, publications, invitations, correspondence and other communications.

6.8.3 Internal management and profiling

- Using and disclosing your personal information in accordance with your privacy settings for technologies that may identify, locate or profile you (for example, a cookie management widget), and only for the previously identified purposes and recipients.

In addition, privacy laws permit the Authority to use personal information, without your consent, for purposes other than those for which it was collected, including:

- For purposes compatible with those for which it was collected.
- Where the use is clearly for your benefit.
- Where necessary for the application of a law in Quebec, whether or not such use is expressly provided for by law.
- Where necessary to provide a product or service that you have requested.
- Where necessary for study, research or statistical purposes, provided the personal information has been de-identified.

7 CONSENT, REFUSAL AND WITHDRAWAL OF CONSENT

Summary: *your consent to the Authority's use and disclosure of the personal information you provide for the purposes identified at the time of collection is generally implied. Additional consent is required for other uses (and must be expressly given where sensitive personal information is involved). Refusing to provide personal information may prevent the Authority from processing a service request or an employment application. The Authority will inform you of the consequences of such a refusal. You may withdraw your consent to the use and disclosure of your personal information at any time.*

7.1 Implied consent: as a general rule, when you provide personal information to the Authority, privacy laws consider that you consent to its use and disclosure to third parties for the purposes for which it was collected. To enable you to make an informed decision, the Authority will advise you, at the time of collection (and thereafter upon request), of: (1) the name of the public body on whose behalf the information is collected; (2) the purposes for which the information is collected; (3) the means of collection; (4) whether the request is obligatory or voluntary; (5) the consequences to you, or where applicable, to a third party, of refusing to provide the information, or in the case of a voluntary request, of withdrawing consent to the use or disclosure of the information collected; and (6) the rights of access and rectification provided for by law. You will also be informed of the name of any third party collecting the information on behalf of the Authority, the third parties or categories of third parties to whom the information may need to be disclosed, and the possibility that the information may be disclosed outside Quebec.

7.2 Consent for other purposes: when the Authority intends to use personal information for purposes other than those for which it was collected, your additional consent will usually be required. Additional consent must be expressly given where sensitive personal information (giving rise to a high reasonable expectation of privacy) is involved.

7.3 Refusal: a request for consent to the collection, use and disclosure of personal information may be mandatory or voluntary. You will be informed of this when the request is presented to you. Please contact the Privacy Officer if you do not wish to provide personal information, have it collected by particular means, or allow its use or disclosure for a stated purpose. Please note that the Authority may be unable to process certain requests if you do not provide the personal information required for that purpose.

Refusing to provide certain personal information following a request for consent may limit our ability to interact with you, provide certain services, or process a request or application you submit to us.

7.4 Withdrawing consent: you may withdraw your consent to the use and disclosure of personal information collected about you, except where restricted by law or contract and upon reasonable notice. If you wish to withdraw your consent, please communicate with the Privacy Officer.

8 DISCLOSURE OF PERSONAL INFORMATION

Summary: *the Authority does not disclose personal information to third parties except with consent or where permitted or required by applicable law. This includes certain circumstances, such as the outsourcing of services involving the processing of personal information. The Authority also assesses privacy risks before disclosing personal information outside Quebec.*

8.1 Limits on disclosure: as a general rule, the Authority will not disclose the personal information it holds on you to a third party, unless you give your consent or it is permitted to do so under applicable privacy law.

8.2 Disclosure by the Authority: subject to its legal obligations, the Authority may disclose your personal information to a third party, including in connection with legal proceedings and commercial transactions.

8.3 Categories of recipients: where necessary, the Authority may, without your consent, disclose personal information to third parties, in particular to the following categories of recipients, to the extent that such disclosure is necessary for the performance of its duties and for the purposes for which the information was disclosed.

- **Service providers and/or authorized representatives**, where such disclosure is necessary for the performance of a mandate or service contract entrusted to them in writing by the Authority (e.g., web hosting service providers, cloud service providers, outsourced data processing services), provided that the mandate or contract specifies the measures that must be taken to protect the confidentiality of the personal information disclosed, ensure it is used solely for the purposes of the mandate or contract, and not retained once the mandate or contract has expired.

- **Public consultation and survey service providers**, in order to collect your comments and opinions in the context of public consultations or surveys regarding the Authority's projects. To this end, before every public consultation or survey, the Authority will obtain your consent to disclose the necessary personal information to its service provider for the performance of the required services.

- **Government authorities and law enforcement agencies**, when required by applicable law. More specifically, the Authority may disclose personal information and other information if required by law, if it believes in good faith that its disclosure is necessary to comply with applicable law, respond to a court order, subpoena or government search warrant, or otherwise cooperate with government authorities and law enforcement agencies.

- **Financial institutions**, with regards to commercial transactions and the Authority's mandates.
- **The Authority's insurers**.

- **The spouse or close relative of a deceased individual**, where access to information is likely to help the applicant in their grieving process, and the deceased individual did not record, in writing, a refusal to grant such a right of access.
- **Any other entity or individual**, where permitted or required by law to disclose personal information without your consent.

8.4 Disclosure outside Quebec: your personal information may be disclosed outside Quebec, where applicable privacy laws and regulations differ to those in Quebec. Disclosure outside Quebec may occur when the Authority entrusts to an individual or organization located outside Quebec, the task of collecting, disclosing or retaining personal information on its behalf. However, before disclosing personal information outside Quebec, the Authority will carry out a privacy impact assessment to ensure the information receives adequate protection. Notwithstanding the foregoing, personal information may be disclosed to government authorities or law enforcement agencies in Quebec or elsewhere pursuant to a court order or other legal requirement. No contract or other measure can override the laws of a domestic or foreign jurisdiction.

8.5 Disclosure to the Authority: as a general rule, privacy laws do not allow public bodies to disclose personal information to a third party without your consent, except in specific circumstances, including to its legal counsel, an authorized representative or service provider under certain conditions, or to other categories of individuals as provided for by applicable privacy law. If, when acting as a public body, you disclose personal information about an individual other than yourself to the Authority (or its service providers and authorized representatives), you must first obtain the consent of the individual concerned or be permitted to do so without consent by the law.

9 PROTECTION AND SECURITY MEASURES

Summary: *the Authority takes the physical, organizational and technical measures adapted to the characteristics of the personal information to ensure its protection from loss, theft, unauthorized access, disclosure, copying, use and modification.*

9.1 Reasonable measures: the Authority must take reasonable physical, organizational and technical security measures to protect the personal information it collects, uses, discloses, retains and destroys, taking into account, in particular, the sensitivity of the information, the purpose for which it is to be used, the volume of information, its distribution and how and on which medium it will be stored.

9.2 Scope: security measures protect personal information from loss and theft as well as unauthorized access, copying, use and modification. They also include reasonable measures to verify the identity of the individual to whom the information relates.

9.3 Description: The Authority implements the below measures.

- **Physical security measures**
  - Access to offices is restricted to authorized individuals. Access is controlled through individualized access keys, the use of which is logged.
  - Filing cabinets are kept locked where warranted by the sensitivity of the personal information contained in the files.
- **Organizational security measures**
  - **Reviews:** the Authority conducts regular IT security reviews.
  - **Employee training and education:** the Authority ensures employees with access to personal information participate in training sessions regarding the risk and impact of security breaches, based on their degree of access to information assets.
  - **Logging and access control:** the Authority implements tools and controls to log access to electronic records, and ensures employees have access to personal information only where required for the performance of their duties and for the identified purposes for which the information was collected.
  - **Data minimization:** the Authority collects only the personal information necessary for the identified purposes.
  - **Governance policies and practices:** the Authority has developed and implemented policies and practices governing its management of personal information that are designed to ensure its protection.
- **Technical security measures**
  - **Firewall:** the Authority uses firewalls to filter data traffic between its internal network and external networks.
  - **Intrusion detection systems and penetration testing:** the Authority monitors and blocks unauthorized access to its networks and IT systems.

- **Regular backups:** the Authority performs regular backups to ensure the recovery of data in the event of an incident. Data is encrypted.
- **Patch management and updates:** the Authority keeps software and systems updated with the latest security patches to protect against known vulnerabilities.

10 INDIVIDUAL RIGHTS

Summary: *you have the right to access the personal information the Authority holds on your subject and to request its rectification if said information is incomplete, incorrect or outdated.*

10.1 **Right of access:** your right of access to your personal information includes the following.

- The right to obtain confirmation or information regarding the collection, use, disclosure and retention of personal information about you.
- The right to access the personal information the Authority holds on you.
- The right to consult the personal information the Authority holds on you and obtain a copy.
- The right to receive (or request that a third party receive) the computerized personal information the Authority holds on you in a structured, commonly used technological format, excluding information that has been created or derived from your personal information, unless doing so would give rise to serious practical difficulties.

10.2 **Right of rectification:** you have the right to rectify the personal information the Authority holds on you in the following circumstances.

- Your personal information is incorrect or outdated.
- Your personal information is incomplete.
- Your personal information is ambiguous.
- The collection, disclosure or retention of your personal information is not authorized or legally justified.

10.3 **Right to complain:** if you believe the Authority has failed to respect your rights regarding the protection of personal information, you may file a complaint promptly to the Privacy Officer, whose contact information is provided in Section 9 below. You may consult the procedure for handling complaints relating to the protection of personal information, which is set out in the Personal Information Governance and Security Policy, here: https://spbsg.com/wp-content/uploads/2026/10/SPBSG-Personal-Information-Governance-and-Information-Security-Policy.pdf. This procedure explains how to file a complaint and how your complaint will be handled.

11 QUESTIONS, REQUESTS AND COMPLAINTS

11.1 Privacy Officer contact information:

To exercise your rights, ask questions, provide comments or file a complaint regarding this policy or the Authority's handling of your personal information, please contact the Privacy Officer.

Ms. Anne Dupéré, President and Chief Executive Officer
Privacy Officer
Société portuaire du Bas-Saint-Laurent et de la Gaspésie inc.
603 Avenue Saint-Jérôme
P.O. Box 222, Matane, Quebec G4W 3N1
Telephone: 418 562-7094
Email address: adupere@spbsg.com

12 EFFECTIVE DATE AND AMENDMENTS

Summary: *any amendment to the Authority's privacy policy will be announced on the Authority's website and communicated by any means reasonably calculated to reach affected individuals at least 15 days before it takes effect, unless an exception applies.*

Effective date: this privacy policy comes into effect on the date indicated above.

Amendments: any amendments to this privacy policy will be announced on the Authority's website and communicated by any means reasonably calculated to reach affected individuals.

Notice of amendment: Unless circumstances justify a shorter notice period, any amendment will take effect no earlier than 15 days after the publication of a notice of amendment. This notice will state:

1. The date of publication.
2. The general nature of the amendments made to the privacy policy, which may be described in greater detail in the privacy policy section of the Authority's website and portal.
3. The effective date of the amendments.
4. The reasons justifying the shorter timeframe, when the notice provides for a notice period of less than 15 days.