



Privacy Policy

Introduction

2330-2029 Québec Inc. (“Médecus,” “we” or “our”) has been a Quebec leader in orthotics, compression, mobility, and homecare equipment since 1957. Because we value and respect your privacy, we have prepared this privacy policy to explain how we collect, use, and disclose (“process”) your personal information through our website and through other interactions with you.

Why do we collect your personal information?

We collect your personal information for the following purposes:

- Process and manage your transactions.
- Book, confirm and manage your appointments.
- Receive payment from government institutions, such as *Régie de l'assurance maladie du Québec*, for services rendered.
- For marketing and business development activities such as advertising and contests.
- For any other purpose consented to at the time of collection of personal information.

You may withdraw your consent to the processing of your personal information, subject to certain conditions, for any of the purposes described above by contacting our privacy officer at the contact information below.

What type of personal information do we collect?

We limit the collection of your personal information to what is necessary for the purposes described above. Examples of such personal information include:

- First and last name
- Mailing address
- Email address
- Telephone number
- Date of birth
- Gender
- Medical data, including:
 - Diagnosis
 - Prescriptions
 - Health insurance number
 - File number with government agencies

How do we collect your personal information?

We may collect your personal information when you:

- Call us.
- Send us an email.
- Visit our website.
- Complete a form on our website.
- Subscribe to our newsletter.
- Create an account on monmedicus.ca.
- Make an appointment.
- Buy, return or exchange one of our products.

- Chat with us via social media.
- Enter one of our contests on social media.
- Inquire about one of our products.
- Give your opinion on our products and services.
- File a complaint about our products and services.

Technology has a profiling feature where it can assess and analyze certain characteristics of an individual, an identification feature where it can distinguish one person from another, and a location feature where it can indicate where a person is at a given time.

With your express consent, we enable cookies with profiling, identification, and location features, such as Google Analytics 4, Eulerian or any other marketing attribution solution, to capture your geographic location and behaviour on our website. We will use this information to:

- Monitor your activity on our website.
- Improve your online experience.
- Provide ads tailored to you.

These technologies are disabled by default and will not be activated without your express consent.

Who do we share your personal information with?

We do not sell or disclose your personal information to third parties without your consent, except as outlined below or as required or permitted by law.

We will conduct rigorous assessments to identify and mitigate any privacy risks before sharing or transferring your personal information.

Service providers

Your personal information may be processed by certain third parties that provide services to us (e.g., IT, marketing, and business intelligence services). Our service providers receive only the information they need to perform their designated duties. They are not authorized to process your personal information for purposes other than those specified for the provision of the services for which we hire them.

Government paying agents

When our products are eligible for payment by government paying agents, such as *Régie de l'assurance maladie du Québec*, we may forward your information to these third parties to receive payment.

Transfer of your personal information outside Quebec

Your personal information may be transferred to third parties and government paying agents outside Quebec, only where applicable. As mentioned

above, we will conduct rigorous assessments to identify and mitigate any privacy risks before transferring your personal information outside the province.

How do we protect your personal information?

We have put in place reasonable measures to protect the personal information in our custody and prevent theft and loss as well as unauthorized access, use, modification, and disclosure. We restrict access to personal information to employees and authorized third parties who need to know such information to perform their duties.

How long do we keep your personal information?

We will retain your personal information only for as long as necessary for the purposes described above or to meet our legal obligations.

What are your rights with respect to your personal information?

Subject to applicable law, you have many rights regarding your personal information, including:

- The right to access and obtain a copy of your personal information.
- The right to request that your personal information be disclosed to a third party.
- The right to correct inaccurate personal information.
- The right to withdraw your consent to the processing of your personal information (please note that withdrawing your consent to the processing of your personal information could affect our ability to provide you with products and services).
- The right to request the deletion of your personal information that is obsolete or not justified by the purposes of collection.

You may exercise these rights with respect to personal information in our custody or under our control by sending an email or writing to our privacy officer at the contact information below.

We may request personal information to verify the identity of a person seeking to exercise their rights.

How can you contact us about your personal information?

Our privacy officer is responsible for Médicus privacy practices.

If you have any questions or comments about this privacy policy, how we or our service providers process your personal information, or how you exercise your rights with respect to your personal information, please contact our privacy officer at:

Email address: marketing@medicus.ca

Mailing address: Médicus (2330-2029 Québec inc.), 2520, boulevard Saint-Joseph Est, bureau 100, Montréal, Québec H1Y 2A2
Attn.: Privacy Officer

Phone number: 1-866-525-3757



UPDATES TO THIS PRIVACY POLICY

We may update this privacy policy on a regular basis to reflect changes in our privacy practices. We encourage you to check this page from time to time to ensure you are aware of any such changes. We will indicate at the top of this privacy policy when the last change was made.

Médicus

Savard OXYBEC ORTHO SERVICE

Publication:
September 2023
Last
modification: N/A