



Privacy policy

Introduction

GRUPE MÉDICUS INC. («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.

These technologies are disabled by default and are only activated after your explicit consent. In addition, some of the technologies we use operate without requiring your consent, in accordance with the requirements of Law 25 and applicable regulations. They do not place any cookies and do not collect any information that could directly identify you. These may include, for example:

- **Eulerian (exempt collection):** a configuration limited to collecting only the data strictly necessary for performance analysis (for example: aggregated information on approximate location, device type, impressions, clicks, or internal search engine queries). IP addresses and technical identifiers are anonymized or hashed before processing, and no identifiable personal data is retained.
- **Google Consent Mode v2 (advanced mode):** a technology that sends Google a signal indicating your consent choice. When you refuse optional cookies, Google does not access any personal data through these tools and uses only anonymized and aggregated information to maintain a minimal level of statistical measurement, in accordance with your decision.

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, 2520, boulevard Saint-Joseph Est, bureau 100, Montréal, Québec H1Y 2A2. Attn.: Privacy Officer
- Phone number: 1-866-525-3757

UPDATES

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.