

# **PRIVACY POLICY**

## **Terms of use**

The members of the “Whales of Québec” cooperative may interrupt, temporarily or permanently, operation of all or part of the whalesofquebec.com site.

The members of the “Whales of Québec”, **represented here by Tourisme Côte-Nord and its partners**, shall under no circumstances be liable for any loss or damage related directly or indirectly to delays or waiting times involved in the use of this site, any user’s inability to use the site and any computer virus that may infect the computer of a user who accesses the site.

Tourisme Côte-Nord and its partners may modify these terms of use at any time. It is the responsibility of users to be aware of all changes, without prior notice from Tourisme Côte-Nord, its partners or its service providers. The site and its use are governed by the laws of Québec. Any legal action or proceedings related thereto shall be brought exclusively in a Québec court of competent jurisdiction.

The user agrees to hold Tourisme Côte-Nord, its partners and its service providers harmless and indemnified against all damages, costs and expenses, including reasonable attorneys’ fees, related to any violation of these terms by the user or persons using the user’s account, or in connection with the use of this site or the placement or transmission of any information on this site by the user or persons using the user’s account.

Accessing or attempting to access password-protected areas of this site that are reserved for the personnel of Tourisme Côte-Nord and its partners or its accredited users is strictly prohibited. Unauthorized individuals caught accessing or attempting to access password-protected areas shall be subject to immediate legal prosecution.

In using this site, users acknowledge that they have read, understood and accepted the terms set out above as well as the legal framework governing the protection of personal information, described below:

## **Confidentiality and personal information**

By using this site, the user acknowledges having read, understood and accepted the above conditions and the legal framework for the protection of personal information described below.

## **Legal framework governing the protection of personal information**

The Whales of Québec site is published in Québec, Canada. Users' personal information is protected under Québec and Canadian laws. For information on user rights, visit the Commission d'accès à l'information du Québec Website. Unless required by law, Tourisme Côte-Nord and its partners do not disclose any personal information on Tourisme Côte-Nord users.

## **Use of personal information**

The information collected by Tourisme Côte-Nord and its partners with user consent serve to send users paper-based or electronic documents, respond to their information requests, forward reservation, product purchase or tourism service requests to service providers, subscribe users to Tourisme Côte-Nord and its partners publications or its newsletter and compile mailing or survey lists. This information also serves to determine user habits and interests with a view to improving future service.

## **Disclosure of personal information**

User requests may require the disclosure of personal information to service providers or sub-contractors involved in filling a request (e.g. disclosure of user's contact information to an organization handling document shipping or to an establishment where the user wishes to make a reservation).

By authorizing Tourisme Côte-Nord and its partners to send the user travel literature or a tourist newsletter, the user authorizes Tourisme Côte-Nord and its partners to transfer said user's personal information to a service provider or sub contractor for purposes other than a response to the user's request for information, a newsletter or a reservation.

Sub-contractors and service providers outside of Tourisme Côte-Nord and its partners that use personal information held by Tourisme Côte-Nord and its partners are required to sign a confidentiality agreement and may use such information solely for the purposes to which the user has consented.

## **Information collected automatically by the site**

When a user accesses the Whales of Québec site, information is automatically exchanged between the user's computer, the site server and the servers of Google Analytics, the DoubleClick Campaign Manager (DCM) advertising server and a third party tasked with compiling statistics on site visits.

The information exchanged includes:

- the domain name of the user's Internet Service Provider and the user's IP address;
- the type of browser, the type of device and operating system used to access the

site;

- the date and time of access to the site;
- the site pages visited;
- the address of the originating Website.

This information exchange is necessary for the proper operation of the site. The information is kept for statistical purposes. It is also stored in data logs for site security reasons and used to compile statistics on site visits. Information in the site's data logs may be communicated to third parties for security verification or legal investigations and will not be used for any other purpose.

### **Verification, comments or complaints**

Users may ask to see, correct or delete the personal information in their Tourisme Côte-Nord and its partners file. Requests for verification and related comments or complaints should be sent to [info@cotenordqc.com](mailto:info@cotenordqc.com) along with information identifying the user.

## **Information on tourism businesses, products and services**

The fact that Tourisme Côte-Nord and its partners provide information on a business, product or service on the Whales of Québec website in no way means that it endorses or recommends that business, product or service.

The prices displayed on this site for the various establishments were obtained from them at the time all of the other information was gathered and do not necessarily reflect the full range of prices charged by those establishments. Prices are provided for information purposes only.

To report any errors noted on this site, users are asked to contact [info@cotenordqc.com](mailto:info@cotenordqc.com).

## **Online commercial offers**

The travel packages service provided online are intended solely to help users learn about the services provided by Québec tourism service providers.

Tourisme Côte-Nord and its partners are neither the representative nor the agent of those service providers and shall not be involved in any way in any claim or dispute that may arise between service providers and their customers. Furthermore, Tourisme Côte-Nord, its partners and its representative are in no way liable for any damage, financial loss or information loss that could result from such transactions.

## **Links to other sites**

Whales of Québec website offers its users hyperlinks to websites created by third parties. Tourisme Côte-Nord and its partners are in no way liable for the content or practices of those websites, particularly with respect to the protection of personal information and privacy.