



NOTARIUS PRIVACY POLICY

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By the Notarius Information Security Manager (ISM)

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1 Purpose and scope

Notarius's mission is to provide digital and electronic signature solutions that ensure the long term reliability of documents. Information security is therefore the very core of Notarius operations.

Notarius adheres to rigorous standards of information security, protection of privacy, and protection of all personal information in its custody and control, and considers the need to ensure the security and confidentiality of all personal information you provide its highest priority.

The purpose of this Privacy Policy is to inform you of our confidentiality practices with respect to the collection of personal information in the course of your use of Notarius products and services, including but not limited to the use of our website, www.notarius.com, and to our use and disclosure of said Personal Information.

Note that this Privacy Policy also applies to the Personal Information of Notarius employees and all other individuals or organizations who do business with Notarius.

2 Definition of Personal Information

"Personal Information" is information that is about an individual or that makes it possible to identify an individual.

The types of Personal Information we may collect from time to time include your name, address, telephone number, email address, contact information, Professional Order membership number, and all other identifiable Personal Information (the "Personal Information").

3 Collection, use, and disclosure of Personal Information

3.1 Collection

Notarius does not collect personal information about you in the course of merely browsing our website at www.notarius.com except under the following circumstances: (i) you voluntarily subscribe to a specific product or service that requires you to provide such information; ii) you send us an email via <https://notarius.com/contact/>; (iii) you access your online account (self-service) at <https://certifio.notarius.com/certifio/secure/account/> or at <https://cloud.consigno.com/#/login> for the ConsignO Cloud product; iv) you authenticate your identity with our identity authentication agent; or (v) you contact our customer service by phone, if applicable.

Any personal information about you that Notarius obtains is therefore provided by you.

Notarius collects only Personal Information that you voluntarily choose to provide.

Please note that in certain sections of our website you may submit credit card information to make a purchase. Your online transactions are secure.

As a client you will be redirected to a secure payment platform. Information such as your full credit card number, which may be submitted for the purposes of making payments, including pre-authorized payments, will never be shared with Notarius.

If your payment is not approved, or the transaction otherwise fails, you will be prompted to complete the payment process again, and again redirected to the secure payment platform.

This secure payment platform adheres to the Payment Card Industry Data Security Standards (PCI DSS). Your transactions are always routed, processed, and securely stored by the manager of the said secure payment platform.

For accounting purposes, Notarius retains the confirmation number of your transaction(s) and the last 4 digits of your credit card number. This information is kept in your client file.

3.2 Use

Notarius may use and/or disclose your Personal Information for the following purposes only:

- Create and maintain your client account;
- Authenticate your identity;
- Provide products, services, or information, at your request;
- Notify you of updates, actions taken, or renewals pertaining to your digital signature certificates;
- Provide client service;
- Supply information on products and services you have requested and respond to your requests or questions;
- Establish your needs and preferences;
- Inform you of new offers and promotions;
- Comply with applicable legislation; and/or
- Any other purpose for which you provide express consent.

3.3 Notarius internal communications

When you provide Personal Information for the purposes of a job opportunity (<https://notarius.com/en/about/career/>), including but not limited to your resume, we will treat all such Personal Information as confidential and use it only either (i) to evaluate your application for current or future job opportunities or ii) to contact you concerning said employment opportunities. We will retain your Personal Information for future employment opportunities with Notarius, unless you ask us not to do so.

If you wish to communicate with us by email, you must provide your first name, last name, and email address, or write your message in the space provided for this purpose in the “Contact Us” page (<https://notarius.com/contact>).

Notarius staff treats all electronic communications received as confidential.

Please note that you should not include extraneous Personal Information in your messages when contacting Notarius by email.

When you complete the identity authentication process face-to-face with an agent, or using a secure point-to-point videoconferencing service with a camera-equipped smartphone or webcam-equipped computer, we will treat this Personal Information as confidential, and use it only for its intended purposes. All recordings and images collected in this manner will be encrypted, stored on a restricted access directory accessible only to select employees, and archived in accordance with our in-house retention schedule.

When you speak to Notarius customer service agents over the phone, your calls may be recorded and monitored for quality assurance and training purposes. We will treat any Personal Information provided to us as confidential and use it only for its intended purposes.

4 Consent

Notarius may collect, use, and disclose your Personal Information, either with your consent or as permitted or required by law. Consent can be express or implied, depending on the circumstances, processes, and applicable laws. You may be asked to provide consent one or more times during the identity authentication process, and this request may take several forms including checkboxes and a recorded oral statement.

When you provide us with another person's Personal Information, we assume that you have obtained that person's valid consent to collect, use, and disclose such information in accordance with this Privacy Policy.

You may suspend or withdraw your consent to collect, use, and disclose Personal Information, provided there is no valid legal or contractual reason prohibiting you from doing so. However, depending on the circumstances, withdrawing your consent may prevent us from continuing to provide the products and services you requested from us.

5 Non-disclosure of Personal Information

Notarius does not share the Personal Information collected on its website or by any other means with any third party without your consent; it does, however, reserve the right to disclose such Personal Information in the course of legal proceedings or as required by law.

Except as provided herein, Notarius will not monitor, modify, or deliberately disclose the contents of your private communications or records unless it is required by law to do so or it believes in good faith that such disclosure is necessary to comply with the law or a legal proceeding, to protect itself, to defend its rights or property, or to assist in the detection or prevention of unlawful activities.

6 Other information collected for statistical purposes

The website www.notarius.com uses web analytics tools. These tools work by inserting a tracking code into our web pages. The moment you access the Notarius website, certain information is automatically collected, but none of this information identifies you personally. Information collected includes the domain name and IP address used to access our site and the type of browser and operating system used.

Notarius may use this information for statistical purposes to analyze traffic on its website, to help identify technical problems, or to manage its website and improve the client experience.

6.1 Cookies

Notarius uses cookies and log files. Cookies are small text files that are transmitted to your browser when you access a website. Log files track the history of program and system usage over a set period of time.

To increase efficiency and enhance the navigation experience for users, Notarius uses cookies on its website. The use of cookies and log files is a common practice adopted by most major websites to better serve their clients. For example, Notarius's use of cookies enables it to personalize the user's experience by remembering their navigation preferences. In addition, cookies allow Notarius to improve the quality of the services it offers.

You may opt to refuse cookies by selecting the appropriate settings in your browser (note that disabling cookies may prevent you from using all the features of our website to their full potential).

6.2 Chatting

Notarius provides chat rooms you may choose to use. Personal Information voluntarily disclosed while in these chat rooms is not governed by this Privacy Policy. No confidential information should ever be transmitted via this communication channel. As a result, Notarius cannot be held responsible for any information shared through these chat rooms, and all such voluntary communications are deemed to be of a public nature and are at your own risk.

6.3 Searching

For your convenience, certain search functions are provided on our website. We maintain an archive of search terms entered by users, in order to learn more about the type of information our site visitors seek and to improve our products and services.

6.4 Hyperlinks

The Notarius website may contain hyperlinks enabling users to visit other websites, such as those operated by other companies or professional associations. By clicking on these hyperlinks, you will be redirected from the Notarius website to another third-party site, which may be subject to different privacy policies and practices. Once you leave the Notarius website, this Privacy Policy ceases to apply. It is your responsibility to review the privacy policies of these other entities before providing Personal Information on their sites. Any and all hyperlinks are provided exclusively for the user's convenience. Notarius does not control, recommend, or guarantee in any manner whatsoever any website accessed via hyperlinks, nor can Notarius be held responsible for the content of these other sites or the practices of their operators, particularly with regard to protection of Personal Information and privacy.

7 Security

Notarius has adopted this Privacy Policy in accordance with the requirements of WebTrust, ISO 27001, and eIDAS standards, among others.

Notarius protects personal information through a range of security measures, depending on the sensitivity level of the information in question.

Personal information collected is processed in accordance with our Information Security Policy. All Notarius employees agree in writing to abide by the Information Security Policy, and access to documents containing Personal Information is restricted to authorized employees.

Notarius periodically reviews its policies and adopts additional security parameters in response to technological developments and new threats and capabilities.

Notwithstanding the foregoing, complete privacy and security cannot currently be guaranteed on the internet. Any unencrypted electronic communication transmitted over the internet is neither secure nor confidential, and is liable to be intercepted, lost, or modified.

You acknowledge and agree that Notarius and its employees and officers are not responsible or liable to you or any third party for direct, indirect, incidental, special, or consequential damages, or for damages of any other kind, resulting from the dissemination of confidential or Personal Information over the internet, and that any such communications are at your own risk.

8 Accuracy of Personal Information

We make reasonable efforts to ensure that your Personal Information remains accurate, complete, and as up-to-date as possible.

To help us ensure that your Personal Information is accurate and up-to-date, please visit “My Account” at <https://certifio.notarius.com/certifio/secure/account> or at <https://cloud.consigno.com/#/login> and update your Personal Information.

9 Access to Personal Information

Notarius is responsible for the Personal Information in its custody and control and has appointed an internal information security manager to oversee compliance with this Privacy Policy and all applicable legislation governing privacy and the protection of Personal Information. If you have concerns, questions, queries, or complaints about this Privacy Policy or the management of your Personal Information, please contact the person in charge by email at juridique@notarius.com. You can also contact us by mail at the following address:

Solutions Notarius
465 Rue McGill, Suite 300
Montreal, Quebec H2Y 2H1
Canada

Your Personal Information will be stored in accordance with the Notarius retention schedule.

If a photocopy of your personal information is requested, a reasonable fee may be charged; you will be notified in such cases.

10 Privacy Policy: Legal framework

This Privacy Policy will be applied and interpreted in accordance with the laws, regulations, directives, and standards applicable in Quebec and Canada, including:

- *Civil Code of Québec* (CQLR-1991, c.64), specifically articles 36 and 37, which relate, respectively, to personal privacy and the communication of confidential information;
- *Act to establish a legal framework for information technology* (CQLR c C-1.1);
- *Act respecting the protection of personal information in the private sector* (CQLR c P-39.1);
- *Privacy Act* (RSC 1985, c P-21).

11 Amendments and validity of the Privacy Policy

Notarius reserves the right to amend this Privacy Policy at any time. In such an event, all changes to the Privacy Policy will be posted on the Notarius websites, and will take effect immediately upon posting. We will take reasonable steps, if necessary, to inform affected individuals of any material changes to the Policy.

This document is reviewed annually, and when significant changes are made.

Any and all amendment resulting in the publication of a new official version signed and filed on the Notarius network must be approved by the Notarius ISM.