



Coopérative  
de télécommunication

**TERMS OF USE**



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## **Terms of use**

### **General remarks**

The ctal.ca website is operated by the Coopérative de télécommunication d'Antoine-Labelle ("CTAL") and presents its Internet, residential telephony and HD TV services. CTAL is a duly incorporated cooperative, with a head office located at:

600, boul. Albiny-Paquette,  
bureau 203  
Mont-Laurier (Québec) J9L 1L4

CTAL attaches considerable importance to the respect of your privacy and the protection of personal information, i.e., any information concerning a physical person and which, either alone or in combination with other available information, allows that person to be identified. CTAL is a cooperative incorporated under the laws of Quebec whose telecommunications activities are subject to the Personal Information Protection and Electronic Documents Act (S.C. 2000 c. 5). These terms and conditions describe how we collect, use, disclose, store or otherwise treat personal information in the course of our business, including the provision of our products and services (collectively, the "Services") and the operation of the Website. By accessing the [ctal.ca](http://ctal.ca) website (the "Website"), you agree to be bound by these Terms and Conditions of Use (the "Terms"). CTAL reserves the right to modify the Terms

and to add or remove elements at any time. It is your responsibility as a user to read the Terms and any changes that may be made to them. If you do not agree to the Terms set forth on this page, you should not use the Website. By continuing to browse the Website, you assumed to have agreed to the Terms.

### **Consent**

By accessing, subscribing to or using our Services or the Website, you consent to the collection, use, disclosure and processing of your personal information by CTAL in accordance with these terms. The Website may contain links to other sites published by other organizations, which are not under the authority or control of CTAL. Accordingly, CTAL is not responsible for the collection and use of your information by these third-party Websites, which are governed by their respective terms of use.

CTAL collects, uses or communicates personal information with consent, except as permitted or required by law. If you choose not to provide information that is necessary for CTAL to provide its Services to you, CTAL may not be able to provide or continue to provide some of its Services.



## **Responsibility**

CTAL is responsible for personal information it collects or holds, including personal information disclosed to third parties for administrative purposes in accordance with the use authorized by law, which is as follows.

### **Identifying Purposes and Limits of Information**

#### 1. Data Collection

CTAL identifies the purposes for which it collects personal information at or before the time of collection. CTAL's purposes for collecting personal information include granting access and delivering the Services and complying with its legal obligations. CTAL's collection of personal information is limited to that which is necessary for the purposes identified or clearly implied at the time of collection. CTAL may also collect and use information about you from a third party where permitted by law and with your consent in all other cases. You will find the list of information that may be requested from you when you subscribe via a form on our website or in Part 2 of our Service Agreement.

CTAL uses social media to answer customer questions and increase its Web presence. Social media accounts are public and operated by third parties. If you choose to communicate with CTAL through social media, we recommend that you review the terms of service and privacy policies

applicable to its Websites. Personal information that we may collect through social media is subject to the Terms and Conditions provided here.

#### 2. Use and storage

CTAL does not use or communicate personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law. The purposes for which CTAL collects personal information include:

- In order to enable individuals to avail themselves of CTAL's Services, including:
- In order to process and enable the processing of orders and to ensure the delivery of Services.
- To bill and process payments for our Services.
- To collect overdue amounts.
- To answer questions, comments, and other requests for information from members or users of the Website.
- For administrative or marketing purposes, such as to send newsletters, announcements and other publications or correspondence, in accordance with applicable law regarding commercial electronic messages.
- For statistical purposes.
- To enforce the Terms of Use of this Website.
- To comply with its legal obligations.



This information may also be used to send you updates, to communicate with you about Website services or to send you messages about Website maintenance. If you voluntarily provide us personal information, by e-mail or by form, we use only the information required to reply to your message or follow up on your request. CTAL retains personal information for as long as it is reasonably needed for the purposes for which it was collected or as required by law. Thereafter, the information is anonymized or destroyed in a secure method.

### 3. Cookies

Some information is collected through the use of cookies (small text files placed on your device that store information about you and can be viewed by the Website). A cookie does not identify you. In general, it records information relating to the navigation on Website ( pages you have consulted, date and time of the consultation, etc.). You can set your browser to block cookies. Most browsers have instructions on how to decline cookies in the "Help" section of the toolbar. Please note that if you block our cookies, some of the features and functionalities of the Website may not work properly. Some information may be captured when you use our Website, including the following:

- domain name of your Internet service provider;

- Your IP address (a unique address that identifies a device on the internet or a local network)
- the type of browser (Explorer, Safari, Firefox, etc.) and operating system (Windows, Mac OS, etc.) you normally use
- date and time you visit the Website;
- pages you visit.
- the address of the referring site if you access the Website from another site.

These data are used for technical and statistical purposes, to count the number of visits, the most frequented pages, the technology used by visitors and the geographical origin of the visits.

### 4. Communication

CTAL is committed to limiting disclosure and access to personal information to only those individuals who need it for the purposes identified. CTAL may share personal information with trusted partners or suppliers for the following:

- To Representatives or Subcontractors, to assure the provision of CTAL services;
- To service providers to process transactions made on the Website via the transaction platform;
- To service providers in the IT and data hosting field, for administrative, analytical, statistical or security purposes;



- To complete any other purpose that CTAL will notify, at the latest, when the information is collected.

CTAL will assure that all third parties with which it deals and to which it provides personal or confidential information, also guarantee the confidentiality, security and integrity of the information they have.

### ***Security, hosting and storage***

CTAL is committed to applying and requiring its workers, subcontractors, suppliers and partners to apply adequate security measures in order to maintain the confidentiality of personal information and to protect it against theft, loss, disclosure or unauthorized access. Access to the information system infrastructure and servers is secured using appropriate procedures and controls. Only duly authorized persons may have access to them and they shall guarantee their confidentiality. Backups are made and at the end of the legal retention period, the data is deleted in accordance with the legal provisions in force.

No system of transmission or storage of electronic data is infallible and CTAL cannot therefore guarantee that there will be no intrusion into the Website or that the confidentiality, integrity or availability of your documents will not be compromised by another user or any other person.

### ***Personal information access***

Subject to applicable law, on the receipt of a request from an individual and subject to validation of the individual's identity, CTAL will confirm and advise the individual whether it holds personal information about him or her. On receipt of a written request, CTAL will provide access or a summary of the use that has been or is being made of the information. CTAL may refuse an individual access to his or her information in accordance with the relevant legislation, in which case CTAL will give reasons for its refusal, unless prohibited by law.

### ***Complaint and contact***

An individual to whom CTAL holds Personal Information may complain about non-compliance with these Terms and Conditions by contacting CTAL via the Commitment and Complaints tab of the Site and in accordance with the provisions described therein or by contacting its Member Services Department, in which case the complaint will be referred to an official to apply the provisions provided. If an individual is not satisfied with CTAL's response to a complaint, or with its personal information handling practices, he or she may file a complaint with the Office of the Privacy Commissioner of Canada by visiting <https://www.priv.gc.ca/en/>



If you have any questions, comments, or information regarding these Terms of Use, please contact our Member Services department via the Contact Us tab at <https://ctal.ca/en/contact-us/>