

## **Privacy Policy and Terms of Use: exo all ears**

### **Confidentiality and security of personal information**

Exo is strongly committed to protecting personal information. To that end, it makes use of all reasonable safeguards to ensure the privacy of information collected by and exchanged with panel members.

### **Protection of personal information**

*(Information subject to the Act respecting the Protection of personal information in the private sector, L.R.Q. c. A-2.1)*

The personal information collected from panel members is necessary in order to draw conclusions with regards to groups of customers served by exo.

In all cases, the analyzed data is collected strictly for research or segmentation purposes. Exo reserves the right to cross-reference certain responses, aside from personal information, from different surveys for research purposes.

Note that only the following categories of people, in the context of administering the exo all ears panel, will have access to the personal information gathered:

- Exo all ears managers
- Employees in exo's Customer Service department whose role and functions so require.

Signing up to become an exo all ears panel member (and providing personal information inherent to that registration) is on a voluntary basis. Panel members may unsubscribe at any time.

Any person having provided personal information to become a member of the exo all ears panel has the right to review the personal information kept on record, obtain a copy of it or request that inaccurate, incomplete, ambiguous or illegally collected information be amended by submitting a request in writing to the person in charge of access to information at exo and providing proof of identity at:

By mail : Exo a/s Responsable de l'accès à l'information et de la protection des renseignements personnels, 700, rue de la Gauchetière Ouest, Montréal (Québec) H3B 5M2.

By email : [accesinfo@exo.quebec](mailto:accesinfo@exo.quebec)

### **Compliance with Canada's Anti-Spam Law**

By becoming an exo all ears panel member, panelists specifically agree to receive surveys and/or communications from exo all ears. Members can unsubscribe at any time by using the unsubscribe button « To cancel your subscription, click here » at the bottom of all emails.

### **Disclaimer**

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