

Confidentiality policy

Legal and regulatory framework

The City of Cowansville website manages the use of personal information in accordance with the following laws:

- *Charter of human rights and freedom* (RLRQ, c. C-12);
- *Act respecting Access to documents held by public bodies and the Protection of personal information* (RLRQ, c. A-2.1);
- *Archives Act* (RLRQ, c. A-21.1);
- *Civil Code of Québec* (RLRQ, c. CCQ-1991).

The City of Cowansville website is not intended to collect personal information about Internet users.

Should a user wish to receive a service, or when municipal by-laws provide, the City may require a user to provide personal information, such as name, address and email address. The user can refuse to comply with this request, in which case, he will not be able to carry out the transaction sought nor benefit from the required access. In no case will your e-mail address be saved without you having expressly communicated it to the City.

Confidentiality

The information contained in the forms you fill out (online or in person) will be treated confidentially in accordance with the requirements of the Quebec laws.

When the City of Cowansville collects personal information, it informs Internet users of the reasons for which such information is collected and of the use that will be made of it. If the internet user agrees to provide the personal information requested, he will be deemed to have consented to its collection and use by the City. If personal information provided by Internet users is likely to be used for purposes other than those listed or for purposes which can be reasonably derived from it, the City, unless the law so requires, will notify the Internet user and will obtain his consent.

If you provide personal information to the City through its website - whether for correspondence, to subscribe to a service or to make a payment - note that the City does not sell to, or market, the information you provide.

The City of Cowansville agrees not to disclose personal information provided by Internet users to third parties, except by combining it with other information so that its disclosure makes it impossible to identify an Internet user in particular. Thus, the name or address of a user will not be disclosed but, in our statements, we allow ourselves to publish information of statistical value.

The City of Cowansville reserves the right, however, to transmit personal information concerning a user in order to protect the Website's property rights or those of its users, sponsors, advertisers or suppliers, in cases where it is required by law to do so.

Use of Google Analytics

The City of Cowansville website uses Google Analytics, a web audience measurement tool.

Using cookies, Google Analytics collects information about your browsing on this site, which is stored on servers located in areas such as, in the United States. Google may share this information with third parties if it is required to do so by law or when these third parties process data on its behalf.

The information collected by the tool is, for example, the pages you visit, the date, time, duration and frequency of your visits as well as the links you click on. The type of operating system on your computer as well as the language used, the name of your Internet service provider and your geographic location (region) are also part of the information collected. Your IP address is also collected, but it is anonymized (truncated) to keep your information confidential. The anonymization of an IP address prevents a user from being identified using it.

Google uses the information collected only to produce statistics and reports on navigation on this site, which allows the City to improve its electronic service delivery. Google will not, in any case, link the information collected on this site with other data it stores.

If you wish, you can prevent Google from saving information about your browsing by installing the browser add-on for deactivating Google Analytics on your computer.

Right of access and modification - Personal information

Subject to the limits set by law, you have at all times the right to access, modify, correct or in cases that allow, delete personal information about you that you provide on the City of Cowansville website.

Requests under the *Act respecting Access to documents held by public bodies and the Protection of personal information* must be addressed to the Service Registry and Legal Affairs of the City.

Otherwise, the City applies its retention specification calendar under the provisions of the *Archives Act* with regard to the safe preservation or destruction of its archives.

Prevention

We recommend that you do not send confidential information, such as your password, by e-mail.

If it is necessary to send such information to the City, contact us by phone to find out what to do.

City systems security

In cases where the data transmitted to the City is not hosted by an authorized third party, it is important to mention that the City's server is equipped with a firewall that controls access to information that the City wants and must keep confidential.

Hyperlinks

When you click on a link and leave the City of Cowansville website, the information exchanged from that point on is no longer subject to this Privacy Policy, but to that of the private site. We invite you, as a precaution, to read the Privacy Policy of the site in question.

Confidentiality policies specific to certain sections of the City's website

Occasionally, a section of the City of Cowansville website may be hosted by an authorized third party. In this case, it is important to read the Privacy Policy specific to this section.

Modifications to this Policy

It is the responsibility of the internet user to be aware of any changes made to this Policy since the City of Cowansville reserves the right to modify it at any time. Regular consultation of this Policy is the sole responsibility of the user.