

POLICY ON THE PROTECTION OF PERSONAL INFORMATION

The Ville de Saint-Lambert places great importance on respecting privacy.

However, the City is obliged to collect, use, and communicate certain personal information in order to serve its citizens, employees, and business partners efficiently.

Personal information sometimes helps us identify citizens in order to guarantee high-quality service that answers their requests and meets their expectations. We assure you that our employees manage this information with all the discretion and rigour necessary, and in compliance with the legal and regulatory requirements in force.

Definition of “personal information”:

Personal information means “*information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization*”¹. This definition includes all types of information collected about a person. It is important to note that it is the City’s responsibility to handle all information in a safe manner, in accordance with the current legislation.

Obtaining consent

Obtaining a citizen’s consent authorizes the Ville de Saint-Lambert to collect personal information and use it for specific purposes, all in compliance with the City’s legal obligations.

Consent is implied when a person contacts the City via different means regarding a question, an application, or a service.

Consent can also be given by presenting a power of attorney signed by a tutor, a legal representative, or an individual acting as a guarantor for a minor.

What personal information can the City hold about a citizen?

The different categories of personal information which the City can hold relate to the main activities which generate files and documents sometimes containing personal information, such as personal identification, contact, and banking information.

Here are some examples, without being limited thereto, of the types of personal information that the City can hold:

- Contact information, such as the person’s name, street address, email address, and telephone number;
- Billing information, such as a billing address, banking information, or payment system data.

¹ Government of Canada, *Personal Information Protection and Electronic Documents Act*, previous versions, 2014-07-01 to 2015-06-17.
<https://laws-lois.justice.gc.ca/eng/acts/p-8.6/20140701/p1tt3xt3.html>

How is personal information collected?

When a citizen contacts the City, we collect some of his or her personal information. However, the City makes every effort to limit the information collected to only that which is strictly necessary.

The City will never release or use personal information for other than the intended purpose unless the citizen consents or it is required by law.

For what purposes does the City use personal information?

The City uses personal information solely for purposes of identification and for following up on your file.

Who has access to the personal information?

Access to personal information is limited to those persons who are entitled and need to access it, and for a specific purpose only.

With whom can personal information be shared?

The City undertakes to never sell personal information to third parties.

However, on rare occasions the City may be obliged to share certain information with third parties (when a court order or legal proceeding is involved).

Security and confidentiality of personal information

The City takes the security and confidentiality of personal information very seriously. This information is protected by physical, technical, and administrative means, thus reducing the risks of it being communicated, released, or used in a prohibited manner.

Rights regarding personal information

You may request access to personal information within our municipal organization by contacting the Privacy Officer:

Maître Cassandra Comin Bergonzi
Director of the City Clerk's Office and Legal Affairs
2035 Victoria Street, Suite 200
Saint-Lambert QC J4S 1H1
cassandra.cominbergonzi@saint-lambert.ca
450-466-3889, ext. 3401

If this information is found to be inaccurate following a consultation request, it will be corrected.

Updating of the governance policy

The City reserves the right to amend and update said policy in light of any changes in the legislation or other regulatory requirements.