

Privacy Policy

Last updated: November 28, 2022

The **Consortium for Research and Innovation in Aerospace in Quebec (CRIAQ)** cares about protecting your personal information. Please read the information in this policy to learn more about how we handle your personal information.

This policy explains what personal information we collect and for what purposes we use it in the situations described below. It also explains how we handle and protect your personal information and with whom we share it, as well as your rights regarding your personal information.

“**Personal Information**” refers to all information that allows us to identify you, directly or indirectly, including “cookies” and other electronic information such as Internet Protocol (IP) addresses. “Anonymized Information” (or “Anonymous Information”) means information that does not contain personally identifiable information or identify you such that the information is excluded from the definition of Personal Information.

This Privacy Policy does not apply when you click on links to third-party websites, applications, or services. Clicking on these links or enabling these connections may allow third parties to collect or share information about you. For example, if you click on the LinkedIn icon on our website, you will be directed to the CRIAQ LinkedIn page. It should be noted that we do not control third-party websites and platforms or how third parties handle your Personal Information. To learn more about such third parties’ practices, we encourage you to read the privacy statements of each third-party service that you may choose to use.

In case of contradiction between this Policy and Law 25, the latter shall prevail.

Click on the links below to find the information you need quickly.

1. Situations in which we collect Personal Information	2
<i>When you register on the Aero-Collaboration platform</i>	<i>2</i>
<i>When you post on the Aero-Collaboration platform</i>	<i>2</i>
<i>When you register for one of our events, such as a webinar or conference</i>	<i>3</i>
<i>When you contact us via our website, by email or phone, or when you interact with us via social media</i>	<i>3</i>
<i>When you complete a survey</i>	<i>3</i>
<i>When you subscribe to our newsletter</i>	<i>3</i>
<i>When you join as a member</i>	<i>3</i>
<i>When you participate in a CRIAQ project or program</i>	<i>4</i>
<i>When you use the Teamwork platform</i>	<i>4</i>
<i>When you browse our website, including the Aero-Collaboration platform</i>	<i>4</i>

	<i>Use of cookies and similar technologies</i>	4
2.	Other information we collect	4
3.	Why we collect Personal Information	5
4.	Who may access your Personal Information	6
	<i>Our employees, consultants, and representatives, if necessary</i>	6
	<i>Service providers, if necessary</i>	6
	<i>Our partners, if necessary</i>	6
	<i>Other third parties, if permitted or required by law</i>	7
5.	How we store your Personal Information	8
	<i>Hosting services</i>	8
	<i>Security measures</i>	8
	<i>Retention period</i>	8
6.	Your rights	8
	<i>Exercising your rights</i>	9
7.	Conclusion	9
	<i>Changes to this Privacy Policy</i>	9
	<i>Your responsibility regarding the information we hold about you</i>	9
	<i>Questions or complaints</i>	9

1. Situations in which we collect Personal Information

When you register on the Aero-Collaboration platform

We collect the information you provide that is necessary to create your account and set up your access to the platform:

- Your first name and last name
- Your business email address
- The name and address of your organization
- Your job title
- Your expression of interest in participating in project ideas
- Your gender (optional)

When you post on the Aero-Collaboration platform

We collect information that you post on the platform, such as an expression of interest in a project, a search for partners, a request to be added to a project, any content posted in virtual project rooms (Teamwork spaces), any information provided in project forms, and information about your academic background and professional experience.

When you register for one of our events, such as a webinar or conference

If you are a registered user of the Aero-Collaboration platform who signs up for our events, we use your profile information and collect additional information which is necessary for the planning of these events or to meet our partners' criteria, such as information on food intolerances and, in some cases, the nationality of participants.

If you sign up for our events via other platforms such as Event'nroll, Zoom, or Eventbrite, we collect data such as your full name, email address, the name of your organization/company, your dietary restrictions, and your job title. This information is used to organize events and to complete your registration. It also gives us an in-depth understanding of the commercial or industrial actors interested in our activities, which allows us to better align our service offering and business development activities. Sometimes we may also collect photocopies of passports or government-issued identification. We collect this information only to the extent necessary, for example to verify the identity of participants or to organize events jointly with a partner with specific criteria for participants.

Finally, you may also be asked to provide your credit card or other payment information to pay for registration fees. This information is collected and processed by third-party payment processors, who are required to use it only to process your payment. However, you can read the third-party payment processors' privacy policy via the link provided when making the payment.

When you contact us via our website, by email or phone, or when you interact with us via social media

We collect information that is publicly available and necessary to respond to you, such as your name, username, business contact information, public social media profile information, and the content of your communications.

When you complete a survey

We occasionally conduct user surveys to better understand the experience of those using our services. When we do, we collect anonymized survey responses, so none of your responses can be used to identify you.

When you subscribe to our newsletter

We collect your first and last name, your email address, the name of your organization, the geographical area in which it is located, and the network to which it belongs (academic, industry, government, etc.).

When you join as a member

Our members are legal entities and join by completing our membership application form. We collect Personal Information through this form, including the names, contact details, and job titles of authorized representatives, authorized signatories, as well as communication, accounting, and RDV Réseau representatives.

When you participate in a CRIAQ project or program

If your organization is involved in a project under one of CRIAQ's programs, we collect the names, contact information, and job titles of individuals who have a leadership or participant role for the purposes of the project.

When you use the Teamwork platform

Teamwork is a collaborative portal for project teams (our members) or committees to manage projects (e.g., tasks, schedules, document library, etc.). We create virtual project rooms (Teamwork spaces) at the request of our members, and the contents of these spaces belong to the members. None of the information contained therein is stored in our databases. We only use the names and email addresses of project team members to add them to the Teamwork spaces. However, some of our staff, including the Platform Administrator and the Program Director, have access to the contents of the workspaces, such as the documents uploaded to these spaces. If these documents contain Personal Information, the authorized staff may have access to it. However, this information remains confidential between the project team members and CRIAQ.

When you browse our website, including the Aero-Collaboration platform

We collect the information you provide when you fill out a form or survey on our website.

We also collect information related to your use of the website, such as the keywords used in your searches, the pages you visit, and the time you spend there.

Finally, we collect technical information such as your IP address, region, browser, language, and operating system, as well as the site from which you accessed our website. We use cookies to collect this technical information.

Use of cookies and similar technologies

Cookies are small text files that are placed on your device by websites. They are used for a number of purposes, such as remembering your identifier to make it easier for you to sign in on subsequent visits to the site, saving the items in your shopping cart to retrieve your order if disconnected, or tracking your browsing for statistical or advertising purposes. Cookies do not give access to your hard disk.

We use different types of cookies on our website. For more information, please see our Cookies Policy.

2. Other information we collect

We also collect aggregate data, such as statistical or demographic data, for all purposes. Aggregate data may be derived from your Personal Information, but it is not considered Personal Information because it does not reveal your identity directly or indirectly.

For example, we may aggregate your usage data to calculate the percentage of users accessing a specific feature of our website. However, if we combine or connect the aggregate data with your Personal Information in such a way that it can be used directly

or indirectly to identify you, we treat the combined data as Personal Information and it will be used in accordance with this Privacy Policy.

3. Why we collect Personal Information

In general, we use the Personal Information collected only for the purposes described below:

- To enable you to access and use the Aero-Collaboration platform and to sign up for events.
- To put you in touch with potential partners to collaborate or set up new projects.
- To reply to your requests, inquiries, or comments.
- To send you relevant material and information about CRIAQ, its partners' activities, membership, and participation in projects.
 - If you subscribe to our newsletter, we use the information collected to send you relevant material. When you join as a member, we also send you information and invitations about our events and networking activities. We may also contact you to follow up on your invoices and payments.
 - You may remove your email address from our mailing list at any time by clicking on the "Unsubscribe" link in these communications, or by emailing us at administration@criaq.aero.
- To understand your needs, improve our services and user experience, provide our platforms, and ensure their performance and security.
 - When you submit requests, fill out a form, contact us, or visit our website, we use the information collected to better understand your interests and needs. For example, we may analyze data to find the most popular pages, learn more about the geographical location of our members, and assess how the website is used to develop new content or services. We may also use this information to manage the performance of our services and correct problems to provide you with an efficient and enjoyable browsing experience.
 - Some of the technical information collected is used for statistical or reporting purposes, but is anonymized and cannot be used to identify you. This information is collected by third-party service providers for our web analytics tools, such as Hivebrite and Google Analytics. These third-party providers may store your information in the United States or in another country, and may share it with other third parties to perform analyses or as required by law, but not for any other purpose.
 - If you wish to prevent the analysis of this data by Google, you can install an opt-out browser add-on on your device.
- To achieve other objectives as required or permitted by law.

- We may, for instance, use your information for purposes other than those described above as long as they are consistent with the initial purpose, or as required or permitted by law.
- We may use the information collected to safeguard it and ensure the security of the website or to comply with legal requirements, if necessary.

4. Who may access your Personal Information

We may share your Personal Information with the following categories of persons.

Our employees, consultants, and representatives, if necessary

Access to your Personal Information by such persons is restricted to those who need to know it to perform their duties.

We may also share your Personal Information with professional advisors acting as subcontractors, such as lawyers, bankers, auditors, and insurers who provide advisory, banking, legal, insurance, and accounting services.

Service providers, if necessary

Some of our service providers may have access to some of your Personal Information when necessary. In such case, they will only have access to the information they need to provide the services required, and only for the purposes described above in this Privacy Policy. They may not use the information for any other purpose or disclose it to any other person.

Our partners, if necessary

In the course of organizing and running our events, we may need to share Personal Information with our partners for identity verification purposes. We collect this information only to the extent necessary, i.e., to verify the identity of participants or to organize events jointly with a partner who has specific criteria for participants. For example, we may share photocopies of passports or government-issued identification.

NON-EXHAUSTIVE LIST OF CRIAQ'S SUPPLIERS

The following table shows a non-exhaustive list of some of our current suppliers. The list is subject to change at any time. For example, we may decide to change suppliers for a given service, discontinue the supply of certain services, etc. For a more complete and up-to-date list of our current suppliers, please contact us.

Name of supplier	Service(s) provided	Relevant links
Google Analytics	User analytics services	https://policies.google.com/privacy
Hivebrite	Provider of our Aero-Collaboration platform; management and analysis of our users' content and data	https://hivebrite.com/
QuickBase	Database	https://www.quickbase.com/privacy
Mailchimp	Email newsletter and communication services	https://mailchimp.com/help/mailchimp-intuit-privacy-faq/ https://mailchimp.com/en-ca/privacy-rights/
DocuSign	Electronic signatures and contracts management	https://www.docusign.com/privacy/
Microsoft Azure Cloud	Hosting services	https://www.microsoft.com/en-ca/trust-center?rtc=1
Digital Ocean	Hosting services	https://www.digitalocean.com/legal/privacy-shield
Teamwork	Teams and project spaces management	https://www.teamwork.com/legal/privacy-policy/
PayPal	Payments management	https://www.paypal.com/webapps/mpp/ua/privacy-full
Event'nroll	Event registration and payment platform	https://www.eventnroll.com/privacy/

Other third parties, if permitted or required by law

We may share your Personal Information with third parties to whom we choose to sell, transfer, or merge parts of our business or assets. We may also seek to merge with or acquire other businesses. In the event of a change of control of our business, the new owners will only be able to use your Personal Information for the purposes described in this Privacy Policy.

Finally, in certain circumstances, we may also disclose your Personal Information if required to do so by law, in response to lawful requests by competent authorities, or to protect our rights and interests, including defending ourselves in the event of a lawsuit or other proceedings. In such cases, we will disclose Personal Information only to the extent strictly necessary for these purposes.

5. How we store your Personal Information

Hosting services

We use Quickbase, Microsoft Azure Cloud and AWS to store your data. Because some of their servers are located outside of Quebec, your information may be transferred outside of the province.

Security measures

We have implemented reasonable security measures that comply with applicable legal requirements to protect your Personal Information from accidental loss or unauthorized use, access, modification, or disclosure. For example, we limit access to your personal data on a need-to-know basis, and we endeavour to use commercially reasonable efforts to ensure its confidentiality, integrity, and availability, taking into consideration the applicable risks. However, it is important that you also take precautions when using the Internet, especially when using public Wi-Fi.

Please contact us if you would like more information about the specific measures we have put in place, and we will respond to the extent possible.

Retention period

We retain Personal Information for as long as necessary to provide the services to you, to carry out our marketing campaigns effectively, or as required by applicable law, whichever is longer. For more detailed information on our retention periods for Personal Information, please contact us.

6. Your rights

You have certain rights with respect to your Personal Information under the *Act respecting the protection of personal information in the private sector* (Quebec) and other privacy legislation. Your rights vary depending on the laws that apply to you and the specific circumstances of your request.

In most locations, you have the right to access the Personal Information we hold about you and to request the rectification of incomplete or inaccurate Personal Information. In addition, as noted above, when processing is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal. In addition, you have the right to request information about the use of any automated decision-making systems we may use and their potential impact on you.

If you have any questions about your privacy rights, you can always contact the competent data protection authority. In Quebec, the competent authority is the Commission d'accès à l'information du Québec:

Toll-free: 1-888-528-7741

Email: cai.communications@cai.gouv.qc.ca

Opening hours: 8:30 a.m. to noon / 1:00 to 4:30 p.m.

Exercising your rights

If you do not agree with the way we have handled your Personal Information or wish to exercise your rights, you can contact us at the address and phone number listed in the “Questions or complaints” section below, and we will respond to you within 30 days. In some situations, we may need additional information to validate your identity, in which case we will only use it for this purpose and then delete it.

Please note that we do not charge a fee when you exercise your rights. However, we may charge a reasonable fee for requests that are manifestly unfounded or excessive, particularly because of their repetitive nature. We may also refuse to respond to such requests.

You also always have **the right to file a complaint** with the competent privacy authority. You can find more information on how to file a complaint with the competent authority on that authority’s website. In Quebec, you may file a complaint with the Commission d’accès à l’information du Québec using this [online form](#).

7. Conclusion

Changes to this Privacy Policy

We regularly review this Privacy Policy to ensure that the information it contains is accurate and up to date. This version was updated on the date indicated at the top of this Privacy Policy. Previous versions are available upon request by writing to the Privacy Officer at the address below.

Your responsibility regarding the information we hold about you

It is important that the Personal Information we hold about you is accurate and up to date. Please keep us informed if your Personal Information changes during your relationship with us.

Questions or complaints

If you have any questions or comments about this Privacy Policy, your rights, or the way we handle your Personal Information, please contact our **Privacy Officer** at the following address:

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