



## Privacy Policy

The Fondation de l'Institut universitaire en santé mentale de Montréal (FIUSMM) supports universal access to specialized mental health care and the development of cutting-edge research in this field. We are also committed to supporting clinical and scientific projects aimed not only at reducing the symptoms of the illness and treating patients, but also at ensuring the person's recovery so as to maintain a solid link with their community and thus promote reintegration into society.

As part of this mission, and in order to perpetuate our actions, we collect, use and disclose information on a daily basis for the purposes of providing our services in terms of soliciting contributions in various forms, participation in events, draws and auctions.

Your personal data is very important to us, and we are fully aware of this. That is why we adhere to the highest ethical standards when handling all information, especially personal information.

This Privacy Policy is intended to help you understand our practices regarding the collection, use, disclosure and retention of personal information. When you provide us with personal information (through our website, by completing a form to participate in an event or to make a donation, by email, in person or by telephone), you consent to the processing of your personal information as described in this Privacy Policy, and you authorize the FIUSMM, its third parties and service providers to process your personal information for the purposes set out below.

This Privacy Policy does not apply to third-party websites that you may access through links on this website, and the FIUSMM is not responsible for such third-party websites. If you follow a link to a third-party website, that website will have its own privacy policies that you should read before submitting any personal information.

## **PERSONAL INFORMATION WE COLLECT**

We may collect and process various types of personal information in the course of our operations and provision of services, including:

- Professional and/or personal contact information, such as first name, last name, address(es), email address(es), date of birth and telephone number(s);
- Biographical information such as job title, employer, professional and/or personal background, photos and video or audio content;
- Information pertaining to marketing and communication preferences, as well as related information such as food preferences, comments and survey responses;
- Information related to contribution history, participation in the organization's events and billing and financial information, such as billing address, bank account information or payment data;
- Service-related information, such as details of services we have rendered for you;
- Information related to recruitment, such as curriculum vitae, education and employment history, details regarding professional affiliations and other information relevant to potential recruitment by the FIUSMM;
- Information about website usage and other technical information, such as details of visits to our websites, your interaction with our advertising and online content, and information collected through cookies and other tracking technologies;
- Information provided to us by or on behalf of our clients, or that we generate in the course of providing our services;
- Information such as your donation and community investment policy, your contributions, the beneficiary organizations and what they are dedicated to, if applicable, the recognition obtained, the decision-making process and the people involved in the organization and this process;
- Any other personal information provided. Please note that if you provide us with personal information about other persons (such as your clients, managers, directors, shareholders or beneficial owners), you must ensure that you have duly notified them that you are providing us with their information and that you have obtained their consent to such disclosure;
- If applicable, evidence of consent given to us (date, time, means), in circumstances where such consent is required for the processing of personal information.

We do not knowingly collect information from children or individuals under the age of 14. If you are a minor under the age of 14, please do not provide us with any personal information without the express consent of a parent or guardian. If you are a parent or guardian and you are aware that your children have provided us with personal information, please contact us. If we learn that we have collected personal information from minor children without verification of parental consent, we will take action to delete that information from our servers.

## **HOW WE COLLECT YOUR PERSONAL INFORMATION**

We collect personal information from you and through our interactions with you, in the following ways:

- When you register for the Fondation's newsletter;
- When you register for fundraising events our auctions;
- When you make any kind of donation to our organization;
- When you register as a volunteer for our organization;
- In the course of providing services to you;
- Through correspondence, e-mail or telephone.

## **HOW WE USE PERSONAL INFORMATION**

We may use personal information in any of the ways set out below, with your consent or, when applicable, under another legal basis. In every case, we indicate the purposes for which we will use your personal information:

- To provide our services and to conduct our business, to administer and perform our services, including fulfilling our obligations arising from any agreement between you and us;
- To make it easier for you to use our website and to ensure that the content is relevant, and to ensure that our website content is presented in the most effective way for you and your device;
- For marketing and business development purposes—to provide details of new services, information about developments in our organization and sector and invitations to seminars and events when a person has opted to receive such information;
- For research and development purposes (including for security purposes)—to perform analyses to better understand our clients' service and marketing requirements and to better understand our organization and develop our services and offerings;
- For recruitment purposes—to allow us to process job applications and assess whether an individual meets the requirements of the position for which they may be applying at the FIUSMM;
- To meet our legal, regulatory or risk management obligations;
- To prevent fraud and/or conduct other background checks that may be required at any time by applicable law, regulation and/or best practices (if false or inaccurate information is provided or fraud is detected or suspected, information may be forwarded to fraud prevention organizations and may be stored by us or such organizations). When we

process special categories of personal information, we may also base it on significant public interest considerations (crime prevention or detection) or legally founded claims;

- To enforce our rights, to meet our legal or regulatory obligations to disclose information or to protect the rights of third parties;
- To ensure we get paid—to collect payments owed to us and, if necessary, to enforce such collections by debt collection agencies or other legal means (including legal proceedings);
- To reorganize or change our organization—if we reorganize (for example, by merging, consolidating or relinquishing part of our organization’s mission), we may need to transfer some or all personal information to an applicable third party (or its advisers) as part of any due diligence process or transfer to such reorganized entity or third party for the same purposes as set out in this Privacy Policy or for the purpose of analyzing any proposed reorganization. In the event of such a situation, we will take all possible steps to ensure the protection and security of personal information.

## **WITH WHOM WE SHARE PERSONAL INFORMATION**

The FIUSMM is a non-profit organization that is duly incorporated and recognized as a charitable organization. As a result, the personal information we collect may be transmitted to and processed by any entity in the Fondation Jeunes en Tête network. We may also share personal information with certain third parties, including the following::

- FIUSMM volunteers and clients for the purposes of recruiting employees and volunteers and soliciting financial or other contributions.;
- Third-party service providers and/or partners, including those who provide us with services such as donation solicitation, database analysis, websites, application development, hosting, maintenance and other services. These third parties may access or process personal information as part of the services they provide to us. We limit the information we give to these service providers to that which is reasonably necessary for them to perform their functions, and our contracts with these service providers require them to maintain the confidentiality of such information;
- Government authorities and law enforcement agencies, when required by applicable law. To be more specific, we may disclose personal and other information if we are required to do so by tax or other laws, or if we believe in good faith that this disclosure is necessary to comply with applicable laws, in response to a court order or government subpoena or search warrant or to otherwise cooperate with such government authorities and law enforcement agencies;
- The purchaser, successor or transferee in the event of any merger, acquisition, debt financing, sale of assets or similar transaction, as well as in the event of insolvency, bankruptcy or receivership involving the transfer of personal information as a business asset to one or more third parties.

- **We will only use personal information for the primary purpose and the applicable legitimate purpose for which it was collected, or for purposes that are consistent with that primary purpose.**

The FIUSMM also uses the services of third-party sites, such as Facebook, Instagram, LinkedIn, YouTube, Google, Mailchimp and Constant Contact to promote its content and offers.

When you visit our website or our social media, these third parties may use cookies, web beacons or similar technologies on your hard disk to collect or receive information about your browsing on the website and elsewhere on the Internet. These technologies make it possible to deliver relevant advertising that is targeted to your areas of interest. You can check the cookies and delete them if you wish. You therefore have full control over them. We advise you to check your browser settings to make the appropriate changes.

If you would like third-party sites to store cookies on your hard drive so they can offer you targeted advertising, you can activate this option.

For more information, please refer to our Cookie Policy (see p. 9)

## **HOW LONG WE KEEP PERSONAL INFORMATION**

We will only retain personal information for as long as necessary to fulfil the purposes set out in this Privacy Policy and to comply with our legal and regulatory obligations. To learn more about how long we keep personal information, please contact us using the information provided in the “How to contact us” section.

## **WHERE WE KEEP PERSONAL INFORMATION**

Personal information is stored on secure servers in Canada. Physical copies are also kept under lock and key. Only employees of the organization have access.

## **HOW WE PROTECT PERSONAL INFORMATION**

We follow generally accepted industry standards to protect information that is submitted to us, both at the time of transmission and once we have received it. We maintain appropriate physical, technical and administrative security measures to protect personal information against accidental or unlawful destruction or accidental loss, unauthorized modification, disclosure or access, misuse or other unlawful forms of processing personal information in our possession. We have taken steps to ensure that the only employees who have access to your personal information are those who need to know it or whose duties reasonably require them to know it.

However, no method of Internet transmission or electronic storage is 100% secure. Therefore, we cannot ensure or warrant the security of any information you transmit or provide to us, and you do so at your own risk. We also cannot guarantee that such information will not be

accessed, obtained, disclosed, modified or destroyed as a result of a breach of our physical, technical or administrative protection measures.

If you have reason to believe that your personal information has been compromised, please contact us as indicated in the “How to contact us” section.

In the event of a privacy incident affecting your personal information, we will notify you as soon as we become aware of the incident. We will take reasonable measures to minimize the risk of harm and to prevent similar incidents in the future.

## **INDIVIDUAL RIGHTS REGARDING PERSONAL INFORMATION**

Under certain circumstances and in compliance with applicable data protection laws, an individual has the following rights:

- **Access:** the right to ask if we process information and, if so, to request access to personal information. Subject to applicable law and, when applicable, the payment of a monetary sum, the individual may thus receive a copy of the personal information we are holding and certain other information concerning them;
- **Accuracy:** we are required to take reasonable steps to ensure that personal information in our possession is accurate, complete, not deceptive and up to date;
- **Rectification:** the right to request rectification of any incomplete or inaccurate personal information that we are holding;
- **De-indexing:** the right to ask us to stop sharing their personal information or to deindex any hyperlink attached to their name that gives access to information if such sharing causes them harm or contravenes the law or a court order (right to erasure or forgetting);
- The right to be informed when you are the subject of a decision based exclusively on [automated processing](#);
- The right to be informed when [identification, locating or profiling technology](#) is used and of the methods offered to activate these functions.

Lastly, it is also possible to lodge a complaint with a data protection supervisory authority, more specifically in the country, province or state in which you normally reside (in Quebec, the Commission d'accès à l'information), in which we are located or in which an alleged data protection violation has occurred.

To exercise any of these rights, please contact us as indicated in the “How to contact us” section.

## **HOW WE USE COOKIES AND SIMILAR TECHNOLOGIES**

For detailed information about the cookies we use, please refer to our Cookie Policy below, which is part of this Privacy Policy (see page 9).

## **HOW TO CONTACT US**

If you would like to ask a question, make a comment or submit a complaint regarding this Privacy Policy or your personal information, exercise your rights, file a complaint or request information about our policies and practices concerning our service providers outside Canada, please contact our privacy officer:

*Mélanie Pollet, Communications Advisor, Donors Relations and Privacy Officer*

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7401, rue Hochelaga, Bureau LA-105-73, Montreal (Quebec) H1N 3M5  
514 224-5375 - [melanie.pollet.cemtl@ssss.gouv.qc.ca](mailto:melanie.pollet.cemtl@ssss.gouv.qc.ca)

## **HOW WE UPDATE THIS PRIVACY POLICY**

We may change the content of our websites and the way we use cookies without notice, and as a result, our Privacy Policy and Cookie Policy may change periodically in the future. As a result, we encourage you to review them each time you visit the website to stay informed about how we process personal information.

This policy was last updated on September 01, 2023.

# Cookie Policy

## Consent

By using our website (<https://unpeubeaucoupalafolie.org>), you consent to the use of cookies in accordance with this Cookie Policy. You will have seen an invitation to do so on your first visit to this Web site; although it is not usually displayed on subsequent visits, you may withdraw your consent at any time by following the instructions below.

## Disabling cookies

When the organization setting the cookie offers an automatic deactivation tool for that cookie or those cookies, we indicate the name of that organization, the category of cookies it is setting and a link to its automatic deactivation tool. In all other cases, we indicate the name of the cookies themselves and their source as of the date of this Cookie Policy so that you can easily identify them and disable them if you so choose using your browser controls.

If you do not agree to the use of these cookies, please disable them by following the instructions for your browser at the following site ([All About Cookies](#)) or use an automatic disabling tool, if available. However, some services will not function as well if cookies are disabled.

We may change the cookies we use after your initial visit to this website. This Cookie Policy will always allow you to find out who is setting cookies, for what purpose and how to disable them if you review it from time to time.

## Types of cookies used by the FIUSMM



The categories of cookies used by Fondation Jeunes en Tête and its suppliers are described below.

### Strictly necessary cookies

These cookies are essential for you to be able to browse the website and access its features.

Without these cookies, the services you request (such as navigating from one page to another) cannot be provided.

### Performance cookies

We use analytical cookies to analyze how our visitors use our websites and to monitor website performance. This allows us to ensure a high-quality experience by personalizing our offering and quickly identifying and correcting any problems. For example, we may use performance cookies to track which pages are most popular, to identify which method of linking pages is most effective and to determine why certain pages receive error messages. We may also use these cookies to target articles or services on the site based on their relevance to you as a result of your use of the website. Neither we nor our suppliers link the information collected by these cookies to your personal information.

### Website functionality cookies

We use cookies to provide you with a certain level of functionality. For example, to remember choices you make (such as your username, language or region) or to recognize the platform from which you are accessing the site and to deliver enhanced, more personal functionality. These cookies are not used to track your browsing on other sites.

### Targeting cookies

Targeting cookies (or advertising cookies) collect information about your browsing habits and are used to better target advertising to you and your interests. They are used by thirdparty services such as Like or Share buttons. The AddThis cookies mentioned above are also examples of targeting cookies. Third parties provide these services in exchange for acknowledgement that you have visited our website.

When you use LinkedIn, Twitter or other available share buttons, you are directed to a page controlled by these companies, which may set cookies (including targeting cookies), and you will be subject to the cookie policies of LinkedIn, Twitter or any other relevant website, respectively.

### Use of IP addresses and Web logs

We may also use your IP address and browser type to help diagnose problems with our server, to administer our website and to improve our services to you. An IP address is a numerical code that identifies your computer on the Internet. Your IP address may also be used to gather general demographic information.

We may look up IP addresses to determine the domain you came from (e.g. google.com) to get a better picture of our user demographics.

Information from these types of cookies and technologies is not combined with information about you from any other source and will not be used to identify you.

### Web beacons in HTML emails and webinars

Our marketing emails contain a unique, campaign-specific web beacon that notifies us if our emails are opened and, combined with other technology, verifies clicks on links within the emails. We may use this information for a number of reasons, including to determine which of our emails are of most interest to you and to ask users who don't open our emails if they wish to continue receiving them. The web beacon will be removed when you delete the email. If you don't want the web beacon to be downloaded to your device, you shouldn't click on the links we send you. This information may be linked to your personal identity.

### The Cookie Policy does not cover third-party websites

Please note that this Cookie Policy does not apply to the privacy practices of third-party websites that may be linked to or from this website, and that we are not responsible for those practices.

### Changes to the Cookie Policy

We may update this Cookie Policy periodically, and we encourage you to review it from time to time to stay informed about how we use cookies. This Cookie Policy was last updated on September 01, 2023.