

Following the implementation of Law 25, Formplus and its owner, Précigrafik, have put in place a policy for the protection of personal information, the retention and destruction of personal data in the context of its professional activities.

#### Data Security

The data received by Formplus and its owner, Précigrafik, is protected by physical, electronic, and procedural measures. We use two distinct data backup methods: physical (on tapes) and cloud-based. These are located on servers in Canada (Quebec, Toronto, and Calgary).

#### Data Destruction

All sensitive data is destroyed 30 days after the order is fulfilled, unless the mandate requires a different timeframe. A form is completed and signed by the responsible party and their supervisor and can be provided upon request.

#### Sensitive Data Reception and Sending Protocol

We use OneDrive and WeTransfer because they allow us to protect these transfers.

OneDrive and WeTransfer allow us to restrict access to transfers to a specific email address requiring two-factor authentication. Anyone with the link but without access to the email address authorized by Formplus and Précigrafik cannot access the transfer. When the link is accessed, a code is sent to the authorized email address. This code must be entered in OneDrive before the transfer can be accessed.

Précigrafik, the owner of Formplus, is ISO 27001 certified and is required to protect its customers' sensitive information.

#### A few words about the ISO 27001 standard

This is an international standard that defines how to implement an Information Security Management System (ISMS).

The objective is to protect the confidentiality, integrity, and availability of information, whether electronic or paper-based.

The pillars of an ISO 27001 ISMS are:

- Risk analysis: identifying threats and vulnerabilities
- Security measures: technical (firewalls, encryption), organizational (policies, procedures), and human (staff training)
- Continuous improvement: auditing, monitoring, and regular adjustments
- Clear documentation: policies, records, and evidence of compliance

In practice, this means that the organization implements a structured framework to manage information security in a demonstrable way.

Bill 25 (modernization of the Act respecting the protection of personal information) requires Quebec businesses and organizations to:

- Appoint a Privacy Officer (PO)
- Implement security measures proportionate to the sensitivity of the data
- Prevent and document privacy breaches
- Maintain a register and be able to demonstrate the safeguards in place
- Obtain clear consent for the collection and use of data
  - Respect the rights of access, rectification, and erasure of data

#### Use of Information

As part of these activities, Formplus uses personal information to print various forms personalized for clients, at their request. This data may be shared with third parties in the performance of our mandate.

We collect, use, and store your personal information for the following purposes:

- To identify you and update your contact information;
- To process your orders;
- To send you relevant information about us.

#### Credit card payment information

We do not store any credit card numbers. The data is automatically deleted upon receipt of payment.

#### Acceptance of the General Conditions of Protection of Privacy

By visiting <https://www.formplus.ca/>, you acknowledge the practices described in this policy. Formplus reserves the right to modify certain conditions. To ensure you are fully aware of our privacy practices, we encourage you to regularly review this page and our Terms of Sale.

#### Privacy incident

Formplus and its owner, Précigrafik, are proactive in implementing measures to reduce the risk of breaches in access to the personal information in their possession.

In the event of a personal information breach, we will notify the individuals whose information has been compromised, as well as the Commission d'accès à l'information du Québec (Quebec Access to Information Commission).

The incident will be recorded in a log, and a copy will be sent to the Commission.

#### Person in charge of the protection of personal information:

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