

# CONFIDENTIALITY POLICY

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## CONTENTS

CONFIDENTIALITY POLICY .....	1
Contents .....	1
1. Context .....	2
2. Handling of Personal information .....	2
a. The objectives we pursue through collection .....	2
b. Information we collect, use and may communicate .....	2
c. How we collect information .....	3
d. Who has access to information .....	4
3. We respect Users' consent .....	4
4. We may share personal information with other individuals and organizations .....	4
a. To whom we may communicate personal information .....	4
b. We may communicate personal information outside Quebec .....	5
5. How we protect personal information .....	5
a. We limit access to personal information .....	5
b. We implement robust security measures .....	5
c. We destroy personal information once we have fulfilled our obligations .....	5
6. Users' rights .....	5
a. Withdraw consent .....	5
b. Access and correction of personal information .....	6
7. questions, complaints or comments? .....	6

## 1. CONTEXT

Predictive Maintenance Corporation (“**PMC**”, “**Organization**”, “**We**”, “**Us**”, “**Our**”) attaches great importance to protecting the personal information and privacy of its customers, personnel, visitors and business partners (“**Users**”). In the course of our activities and interactions with Users, we collect, use and may communicate personal information. In particular, we do so to provide our services, to improve our offering, to protect the rights and information of our Organization and all of our partners and for the other purposes set forth in this *Confidentiality Policy* (the “**Policy**”)

This Policy is intended to inform about:

- how we collect, use, hold and communicate personal information;
- the governance policies and practices we have in place to protect this information; and
- Users’ choices and rights in regard to personal information;

If a person or User has any questions, please contact us as indicated below. Our *Privacy Policy* [<https://www6.tribologik.com/en/privacy>] describes some of our personal information management and protection practices in greater detail.

## 2. HANDLING OF PERSONAL INFORMATION

### a. The objectives we pursue through collection

We collect personal information mainly to manage our operations and to provide Users with products and services they request. We may also use personal information for marketing purposes.

### b. Information we collect, use and may communicate

Below is a summary of the categories of information we may collect, some of which may be considered personal information.

**Identification information.** This information includes name, e-mail address, telephone number, Username and physical address.

**Health information.** This information includes, but is not limited to, birth, weight, sex, health history.

**Financial or payment information.** This information may include, but is not limited to, salary information, credit history, credit or debit cards or payment accounts.

**Demographic information.** This information may include age, ethnic origin, nationality, place of residence and any other demographic information the User may choose to provide.

**Business information.** This information includes, but is not limited to, details of products or services purchased, preferred products or services and submitted comments.

**Account information.** When an account is created on our websites, we collect the information provided to us to register the account, such as username, password and other account information.

**Technical or technological information.** We may collect information about the device used to access our services, including IP (Internet Protocol) address and other related information, such as the type of browser and operating system used.

**Browsing and usage information.** We may collect information about how Users interact with our website, including what they view and the actions and steps they take when using our services. We may also track the pages and websites visited before and after the User visits our website.

**Content generated by Users.** We may collect information or content Users provide through our website or other forms of communication, such as the “Contact us” feature.

**In-location WIFI.** When accessing our in-location WIFI, we may collect information about the destination URLs User’s visit when using our WIFI.

**Video and audio recordings.** We may capture a User’s image using CCTV services deployed in our offices, parking lots, warehouses and other facilities. We may capture audio recordings of them when interacting with our customer care.

### **c. How we collect information**

**We collect information directly from Users.** Here are some examples of when we collect information. Please note that this list is not intended to be exhaustive:

**When a User uses one of our services.** For example:

- When they submit a question through our website;
- When they create an account;
- When they purchase our services;
- When they share content through our website or as part of social media interactions on third-party websites such as social media;
- When they submit an employment application;

**Through cookies and similar technologies.** We use cookies and similar technologies (collectively referred to as “**Cookies**”) that may collect information when Users visit our website. These technologies may allow for identification, location and profiling.

If a User has consented to their use, we and/or our third-party partners may use nonessential Cookies.

**How to manage Cookies.** Except for strictly necessary Cookies, we will only place Cookies on devices having obtained consent. At the end of each Cookie's retention period, consent will again be obtained.

Users may delete or disable some of these Cookies via their browser's Cookies settings. Please note that disabling, blocking or deleting some of these technologies may affect the functionality of certain features on our website.

For more information on how to manage and/or disable nonessential Cookies, please visit <https://allaboutcookies.org/> and <https://optout.aboutads.info/?c=3&lang=en>.

**We collect information from other sources or third parties.** In the course of providing our services and operating our business, we may collect information from various third parties.

**Social media.** When Users access our content through websites, plug-ins and applications linked to social networks, they may allow us to access certain information relating to the accounts they use on these social media platforms (in particular, their name, username, e-mail address or telephone number). This depends on the settings of social media platforms. Interactions with social media platforms are governed by their respective terms of service and privacy policies. We invite Users to consult these documents.

#### **d. Who has access to information**

Within our organization, the human resources, information technology and payroll divisions and their respective staff have access to personal information, as well as staff responsible for providing our services to our customers.

Outside our organization, business partners and their respective staff may have access to personal information.

### **3. WE RESPECT USERS' CONSENT**

We will respect the purposes for which we have collected personal information. User's consent is valid for as long as necessary to fulfill those purposes to the extent permitted by law. If consent is required to use or communicate personal information for other purposes, we will seek appropriate consent.

### **4. WE MAY SHARE PERSONAL INFORMATION WITH OTHER INDIVIDUALS AND ORGANIZATIONS**

#### **a. To whom we may communicate personal information**

We may communicate personal information to other persons or organizations if this is necessary to achieve the purposes for which it was collected or if we are permitted to do so by law. The type of information communicated will depend on the situation.

**b. We may communicate personal information outside Quebec**

We maintain servers in Montréal, Québec, and personal information may be stored on servers located outside of the country of residence.

Before we communicate any personal information, we take steps to protect it and comply with legal requirements.

**5. HOW WE PROTECT PERSONAL INFORMATION**

**a. We limit access to personal information**

We have established the roles and responsibilities of our personnel throughout the information's life cycle, from collection to destruction. Only those employees who require accessing personal information to perform their duties have access to it and they are required to respect confidentiality and security practices.

**b. We implement robust security measures**

We have implemented several measures to protect personal information against loss, theft and unauthorized access, use or communication. These measures are adapted to the volume and sensitivity of the information, the purposes for which it is used and the format in which it is stored. They include physical, technological, and organizational measures.

We encourage Users to exercise caution when using the Internet and to follow best practices, such as choosing strong and secure passwords. Despite our best efforts, we cannot promise that use of our website and/or applications will be completely secure.

**c. We destroy personal information once we have fulfilled our obligations.**

We retain personal information for as long as necessary to fulfill the purposes for which it was collected. We may be required to retain certain personal information to meet our legal obligations. As long as we retain personal information, we will continue to protect it and ensure its confidentiality. We destroy personal information permanently and securely.

**6. USERS' RIGHTS**

**a. Withdraw consent**

Users may withdraw their consent to the handling of their personal information.

Withdrawal of consent may result in our inability to continue providing with a service that requires such consent. Occasionally, withdrawal of consent is not an option when the use of personal information is necessary to comply with applicable law.

## **b. Access and correction of personal information**

Users have other rights over their personal information. For instance, they can request access to their personal information, to correct or update it or to request its destruction.

We do our best to keep personal information accurate, complete and up to date when we use it. We rely on Users to let us know when their information needs to be updated.

Steps involved in processing a request:

- Send a written request to our Privacy Officer. The contact information can be found at the end of this Policy;
- We process all requests in accordance with the procedure indicated in our *Privacy Policy* [<https://www6.tribologik.com/en/privacy>], typically within 30 days of receiving it;
- We will reply, either approving or refusing the request in writing. Refusals will be justified.

## **7. QUESTIONS, COMPLAINTS OR COMMENTS?**

We have appointed a Privacy Officer. This person ensures that we comply with and update all our practices and policies and comply with applicable law. Users can contact our Privacy Officer at: [alexis.tew@industrial-ia.com](mailto:alexis.tew@industrial-ia.com)