



UniRèpit places great importance on privacy and the protection of personal information entrusted to us by our clients and their families. This policy describes our practices regarding the collection, use, communication, retention, and security of personal information, in accordance with the Act respecting the protection of personal information in the private sector (Law 25) and all other applicable laws in Québec.

“Your privacy is important to us. We are committed to protecting your information.”

1 INFORMATION WE COLLECT

We collect only the personal information necessary to provide our services, such as:

- Identification information (name, address, phone number, email)
- Information about the person receiving support and their family
- Relevant medical or health information
- Billing and payment information
- Other information necessary for the safety and well-being of the person receiving support

2 HOW WE USE INFORMATION

Personal information is used solely for the following purposes:

- Assess needs and provide tailored services
- Plan, deliver, and follow up on services
- Communicate with the individuals involved
- Manage billing and payments
- Comply with legal and regulatory obligations

We do not use your information for commercial or marketing purposes without your consent.

3 DISCLOSURE OF INFORMATION

We only share your personal information with your consent or when required by law, including with:

- Caregivers or professionals involved in providing services
- Partners or service providers who require access to deliver a service (e.g., payment platforms, insurers)
- Authorities, when required by law

4 RETENTION OF INFORMATION

We retain your personal information only for the period necessary to fulfill the purposes for which it was collected, or as required by law:

- Service files: minimum 7 years after the end of services
- Accounting documents: 7 years

After that, information is securely destroyed.

5 SECURITY OF INFORMATION

We implement appropriate physical, administrative, and technical security measures to protect your personal information against loss, theft, unauthorized access, disclosure, copying, use, or modification. Only authorized individuals have access to this information.

YOUR RIGHTS

Under Law 25, you have the right to:

- Access your personal information
- Request correction of inaccurate information
- Withdraw your consent (subject to legal and contractual obligations)
- File a complaint with the Commission d'accès à l'information du Québec if you believe your rights have not been respected

CHANGES TO THIS POLICY

UniRèpit may update this policy at any time. The most current version will be available upon request and on our website.

8 CONTACT US

For any questions regarding this policy or the protection of your personal information, you may contact our Privacy Officer at:

✉ info@unirepit.ca ☎ (450) 233-8323



This policy complies with the *Act respecting the protection of personal information* in the private sector (Law 25) and all other applicable laws in Québec.



You take care of others.
We are here to help support you.



www.unirepit.ca