

Personal Information Governance

Fruit d'Or inc. (the **Company**) **places great importance on the protection of personal information.** In this respect, the Company has developed a **governance policy** to provide a framework for its privacy governance.

The Company has also implemented **various measures** to support its policy and its application in accordance with applicable laws. For example, the Company has:

- Validated and confirmed the roles and responsibilities of its Person in charge of the protection of personal information (the **Privacy Officer**);
- Undertaken the review and documentation of internal privacy measures and rules; and
- Implemented assistance measures.

The policy is supplemented by several other **procedures and tools** developed by the Company, including:

- its *Confidentiality Incidents Management Policy*;
- its *Documents Containing Personal Information Retention Policy*;
- its *Confidentiality Incidents Register*;
- its *template Privacy Impact Assessment for the disclosure of personal information outside Quebec*;
- its *template Privacy Impact Assessment for the disclosure of personal information for study, research or statistical purposes*;
- its *template Privacy Impact Assessment for technology projects Involving personal information*;
- its *template Agreement for the Communication of Personal Information in a Commercial Transaction*;
- its *template Agreement for the Use of Personal Information for Study, Research or Statistical Purposes*;
- its *template Contractual Clauses if the Services of a Third Party are Retained*; and
- its *template Contractual Clauses for Transfers outside Quebec*.

All these documents form the Company's governance framework for the protection of personal information. In particular, they specify:

- the rules governing the collection and other processing of personal information of employees and any other person where applicable;
- the special considerations applicable to personal information collected by the Company for its customers or any member of the public;
- the security measures in place to ensure the confidentiality, integrity and availability of personal information throughout its life cycle;
- the roles and responsibilities of various individuals, including those with the highest authority, the Privacy Officer, employees and subcontractors;
- managing access to personal information;
- the complaints handling process;
- certain rules that may apply in specific contexts, such as:
 - communication or processing of personal information outside Quebec;
 - requests for access to information for study, research or statistical purposes; and
 - technological projects involving personal information;
- certain rules that will apply if certain types of initiatives are implemented, including:
 - the use of identification, location or profiling technology; or
 - decision-making based on automated processing of personal information;
- the processes applicable to access, rectification and other requests; and
- the process for updating documents.

A summary of the governance framework is provided in the appendix. This governance framework is also supplemented by current legislation. Further details can be obtained by contacting:

Privacy Officer
Fruit d'Or inc.
306, road 265

Villeroy (Quebec) G0S3K0
Email: assistantedirection@fruit-dor.ca
Telephone: 819-385-1126

The governance framework contains certain sensitive information, particularly with regard to the security measures implemented. Therefore, access to and communication of documents forming the governance framework, or information contained therein, may be restricted.

Summary of the Governance Framework

1. SCOPE

The governance framework covers the following individuals, activities, information and resources:

- **Individuals:** All of the Company's employees (including its Privacy Officer), subcontractors and service providers with whom the Company may do business.
- **Activities:** Any processing of personal information by the Company in the course of its mission, activities or duties, even if the personal information is not physically held by the Company.
- **Resources:** All information systems, regardless of medium or format, whether held internally or externally, such as cloud-based systems.
- **Information:** Any personal information, regardless of format or storage location (internal or external). The notion of "personal information" is interpreted broadly, to include information concerning the Company's employees, customers and any other person, where applicable. However, in accordance with applicable laws, certain information will not qualify as "personal information".

2. GUIDING PRINCIPLES

As part of its mission and activities, the Company is called upon to hold and/or process various types of personal information. To this end, the Company stresses the importance of ensuring that all processing is carried out in accordance with the following guiding principles:

- the collection of personal information must be necessary and required or permitted by law (and, where applicable, by contract);
- all personal information is considered, by default, to be confidential and is treated as such;
- no personal information may be processed unless the required consents have been obtained or such processing is permitted or required by law;
- the protection of personal information must be ensured by, among other things, the implementation of and compliance with adequate security measures;
- personal information may only be retained as long as necessary for the purposes for which it was collected (subject to applicable legal and contractual exceptions); and
- any request (for access, rectification, etc.) and any confidentiality incident must be immediately reported to the applicable person in charge.

3. PERSONAL INFORMATION REGARDING EMPLOYEES

The Company collects and processes **required** personal information about its employees to the extent that it is: **(i)** required to manage its employment relationship with its employees; **(ii)** permitted by law; or **(iii)** necessary to comply with applicable legal and contractual requirements. Such collection and processing is limited to these purposes. Such required information is collected and otherwise processed with employee consent, unless the law permits or requires such collection or other processing without consent, in which case employee consent will not be required.

Optional information is also collected with the consent of employees.

The Company will not provide personal information regarding its employees to third parties without their consent unless an exception is provided for by law or brought to the attention of the employees concerned.

4. PERSONAL INFORMATION CONCERNING CUSTOMERS

The Company may collect and process personal information from customers in the course of online transactions. Such collection and processing will take place on the basis of customer consent. The Company will not provide personal information it holds about a customer to third parties without such customer's consent unless an exception is provided for by law or brought to the customer's attention.

5. PERSONAL INFORMATION CONCERNING ANY OTHER PERSON

The Company may collect and process personal information from members of the public who contact it. Such collection and processing will take place on the basis of consent (e.g., a person contacts the Company to apply for a job). The Company will not provide personal information it holds about an individual to third parties without that individual's consent, unless an exception is provided for by law or brought to the attention of the individual concerned.

6. CONSENTS

The Company's governance framework emphasizes the importance of valid consent for the collection or other processing of personal information. Such consent may be implied or express. The Company makes reasonable efforts to ensure that express consents are manifest, free, informed, given for specific purposes, requested for each purpose in clear and simple terms, presented separately from other information communicated and, when pertaining to sensitive information (e.g., credit card number), expressly formulated.

However, the governance framework recalls that the law recognizes certain situations in which consent need not be sought. Assistance is provided to anyone requesting it, to help them understand the scope of the consent requested.

7. RETENTION, DESTRUCTION AND ANONYMIZATION

The Company will destroy or anonymize, as the case may be, the personal information it holds once the purposes for which it was collected or used have been fulfilled (subject to a retention period stipulated by law). The Company has put in place retention schedules to assist in this regard.

8. DISCLOSURE OF PERSONAL INFORMATION OUTSIDE QUEBEC

The Company will conduct a privacy impact assessment prior to disclosing any personal information outside Quebec to ensure its confidentiality and security.

For the purposes of this assessment, the Privacy Officer will be consulted at the outset of the project.

9. DISCLOSURE OF PERSONAL INFORMATION FOR STUDY, RESEARCH OR STATISTICAL PURPOSES

In accordance with the law, the Company may disclose personal information without the consent of the individuals concerned to a person or organization wishing to use the information for study, research or statistical purposes. However, a privacy impact assessment must be carried out, and if it concludes that the information can be disclosed, an agreement will be reached with the applicant. Any requirements imposed by law must also be respected.

10. TECHNOLOGY PROJECTS INVOLVING PERSONAL INFORMATION

The Company will conduct a privacy impact assessment of any acquisition, development or redesign of an information system or electronic service delivery project involving personal information in accordance with the process prescribed by law.

For the purposes of this assessment, the Privacy Officer will be consulted at the outset of the project.

11. USE OF IDENTIFICATION, LOCATION OR PROFILING TECHNOLOGY

From time to time, the Company may use technology that includes functions to identify, locate or profile an individual. In all cases and in accordance with the law, such person will be informed in advance: **(i)** of the use of such technology; and **(ii)** of the means available to activate the identification, location or profiling functions.

12. DECISION-MAKING BASED ON AUTOMATED PROCESSING OF PERSONAL INFORMATION

The Company does not use, and does not intend to use, personal information to make a decision based exclusively on the automated processing of such information. Should such a practice be considered, the Company will inform the person concerned of this fact, at the latest at the time the Company's decision is communicated to him or her, in accordance with applicable laws.

13. WEBSITES

A privacy policy, including a notice regarding the use of cookies, is included on the Company's website to provide details of its practices. The Company will update this policy and notice when required, particularly if the government determines the content and terms, and will ensure that these documents are written in clear and simple terms.

14. SECURITY MEASURES

The Company implements various security measures to ensure the protection of the personal information it holds, which are reasonable in light of the sensitivity of the information, the purpose for which it is used, its quantity, distribution and medium. These measures include: **(i)** internal measures; **(ii)** measures concerning subcontractors; and **(iii)** measures concerning the management of confidentiality incidents.

15. ACCESS, RECTIFICATION AND OTHER REQUESTS

Requests for access, rectification and other requests are handled by the Company in accordance with the law.

The Privacy Officer provides assistance to applicants if they so require. The assistance offered includes the following:

1. Where the request is not sufficiently precise, or where the applicant so requires, the Privacy Officer assists the applicant in identifying the personal information sought.
2. Subject to applicable laws and following a request to this effect, the Privacy Officer will:
 - (i)** confirm the existence of personal information held concerning the applicant and, where applicable, disclose it to the applicant (or allow the applicant to obtain a copy of such information); and
 - (ii)** correct any personal information that is inaccurate, incomplete or ambiguous.
3. In the event of a refusal to comply with a request for access, rectification or otherwise, the reasons for such refusal will be communicated to the applicant in accordance with the law. The Privacy Officer will then assist the applicant who requests it in understanding the refusal.

The Privacy Officer will:

1. offer reasonable assistance throughout the processing of a request;
2. provide information about the law, including the processing of a request and the right to file a complaint with the Commission d'accès à l'information;
3. communicate with the applicant if clarification is required concerning a request, such communication to take place as soon as reasonably possible;
4. use reasonable efforts to locate requested documents;
5. ensure that the exceptions invoked (in connection with a refusal to disclose all or part of documents) are precise and limited (to such documents);
6. provide answers that, to the best of their knowledge, are accurate and complete;
7. promptly provide the information requested in the access process; and
8. if applicable, provide the documents in the format requested or, as the case may be, provide an appropriate place to examine the documents covered by the request.

However, the assistance offered does not oblige the Privacy Officer to provide the same explanations several times to an applicant. Similarly, once the information needed to help an

applicant understand the decision has been given, the Privacy Officer may stop providing explanations.