

Notice to customers

An act respecting the protection of personal information in the private sector

Many companies in the private sector collect, store and use personal information. With the aim of regulating the use of this information by businesses, the Government of Québec adopted the Act Respecting the Protection of Personal Information in the Private Sector.

You are receiving this insert as a new customer or in response to your request. It is intended to inform you about our practices regarding confidentiality at Énergir and about your rights and recourse with respect to accessing your file, as well as correcting any information it contains.

Confidentiality of personal information held by Énergir*

Énergir has strict administrative rules for safeguarding the confidentiality of the personal information it holds concerning its relations with its customers. In addition, Énergir must ensure that it complies with the various requirements of the Act Respecting the Protection of Personal Information in the Private Sector legislation.

Énergir may hold personal information about you

The above law states that there has to be a serious and legitimate reason for collecting personal information about a natural person. At Énergir, we collect personal information to allow you, among other things, to benefit from the goods and services we provide. The personal information collected is used only for the purposes for which it has been collected. Some of the personal information required is described in Énergir's Conditions of Service and Tariff.



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Personal information is only accessible or communicated, as the case may be, to Énergir employees and third-party suppliers who need it to perform their duties and carry out their mandates or in cases authorized by law. Énergir may store and process personal information on servers and computers in a country outside Canada. Certain circumstances may require us to disclose this information to governmental organizations or law enforcement authorities in that country.

Your rights of access and correction

You have the right to access the personal information contained in your file and to have corrections made, if necessary. You may also have information that is outdated or not relevant to the business purpose of the file removed, or have your written comments placed on file. To exercise these rights, you must send a written request to:

Énergir

Customer Information Service

1717 du Havre

Montréal, Québec H2K 2X3

514 598-3222 / 1 800 361-4568

Énergir will handle your request promptly and reply within 30 days.

Access to personal information in your files is free of charge. However, a reasonable fee may be charged to cover the costs of transcription, duplication or transmission of information.

Note:

The masculine gender has been used throughout to simplify the text. No gender bias is intended.



* For purposes of this notice, Énergir means Énergir, L.P. and Gaz Métro Plus Limited Partnership

Reports from credit agencies

When assessing your credit application or any request that will help us better manage your file, Énergir may obtain a report concerning you from a credit agency. We would like to inform you that you also have the right to inspect and correct the file that the agency has about you.

Customer lists

Énergir does not allow any third party to use its customer lists for purposes of commercial marketing or charitable fundraising. However, these lists are shared occasionally with business partners selected by Énergir so our customers may take advantage of special offers and benefits related to the use of natural gas.

If you would like to have information about you removed from Énergir's files, please send a written request to the above-mentioned address, or via email to info@energir.com, or call 514 598-3222 or 1 800 361-4568.

Recourse

The Commission d'accès à l'information is responsible for hearing disputes resulting from the application of the Act Respecting the Protection of Personal Information in the Private Sector. You may contact the Commission if you feel your rights have not been respected.



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