



danse  
+ théâtre



## REGULATIONS, POLICIES AND PROCEDURES

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### PRIVACY POLICY

Last updated on December 12, 2023

THIS POLICY IS AVAILABLE IN FRENCH AND ENGLISH.  
IN CASE OF DISCREPANCIES BETWEEN THE TWO VERSIONS, THE FRENCH VERSION SHALL PREVAIL.

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## 1. Privacy Policy Framework

- 1.1. FTA respects your privacy. As such, we are committed to protecting our users' personal information. This Privacy Policy (the "Policy") sets out how we use and disclose personal and non-personal data we collect from and about you when you use or access our online or mobile website. In this Policy, the terms "FTA", "we", "us" and "our" refer to Festival TransAmériques.

We have adopted this Policy in order to be transparent about:

- what data we collect
  - how we use that data
  - who has access to that information and with whom we share it
  - how you can access and correct it, if necessary.
- 1.2. We recognize our obligation to manage your data responsibly. We do not and will not sell your data to third parties.
  - 1.3. This Policy addresses the use of the [www.FTA.ca](http://www.FTA.ca) website. Please read it carefully to understand how you provide us with data and how we use it. **By using our website, you consent to the collection, use and retention of your personal information as described in this Policy.**

## 2. How do we collect data?

- 2.1. In order to make this Policy as clear as possible, we have identified at what times a user potentially shares personal information with us. This section of the Policy is divided as follows:

- Learn more about our organization
- Buy tickets from us
- Apply for a job posted on the website
- Contact customer service
- Make a donation to our organization

The information collected through these different sections will be outlined at greater length in this Policy. Details such as how your personal information is used, how and when it might be shared, how you can access and control it, how we ensure your information is secure and how to contact us will be discussed.

### 2.2. Learn more about FTA

- 2.2.1. When attempting to learn more about FTA and its program, contacting us by e-mail or subscribing to a newsletter, you may go through our website where information will be collected.

2.2.2. We automatically collect the following information through cookies or similar technologies:

- Browser type and version
- IP address
- Page that led to our website
- Geographical location
- Time spent visiting our website
- Identity of Internet service provider

2.2.3. Why: The data collected enables us to analyze how our website is used and accessed. This means we can enhance the site's functionality and optimize it to better meet the needs of its users. Collecting data enables us to offer you quality service and to communicate with you in order to help you find the information you are looking for.

2.2.4. Legal grounds: Cookies are necessary for our legitimate interests, such as improving and personalizing our products and services, as well as for yours, such as answering your questions and enabling you to contact us.

2.2.5. The information collected by cookies does not allow us to identify you personally. Please also note that you can refuse the collection of cookies:

- through your browser
- or through our cookies banner

2.2.6. However, if you refuse cookies, you may not be able to access certain parts or features of our website.

### **2.3. Buy tickets from FTA**

2.3.1. When you purchase tickets via Tuxedo (iCible Group's online ticketing service) on our website, we collect information such as your first and last name, gender, e-mail address, postal address, telephone number and payment information.

2.3.2. Why: We use this information to carry out the transaction enabling you to purchase tickets from us, to contact you with information about the event for which you have purchased tickets and for statistical purposes.

2.3.3. Legal grounds: This information is required for the performance of the sales contract between us and you. It is also essential for the legitimate interests of the purchaser, who is thus able to obtain the tickets purchased. Possession of this information ensures that we are paid and enables us to analyze the purchasing behavior of our customers.

2.3.4. Please note that if you refuse to provide us with the personal information requested, we may not be able to fulfill your requests and process your purchase.

2.3.5. Information that is not essential to the transaction, such as your age, mode of transport or professional association, may also be collected for statistical purposes and for analysis of our customer base. You can refuse to provide this information without affecting the purchase process.

## **2.4. Apply for a job**

2.4.1. When you apply to work with us, we ask you to provide personal information in order to process your application.

2.4.2. We collect the following information:

- First name
- Last name
- E-mail address
- Telephone number
- Curriculum Vitae
- Letter of recommendation

2.4.3. Why: We use this information to review your application and reply where applicable.

2.4.4. Legal grounds: This information is necessary for our legitimate interests (enabling us to assess whether your profile corresponds to the one we are looking for) as well as yours (applying as a prospective employee within our company and obtaining a response to your application if we are interested).

## **2.5. Contact our customer service**

2.5.1. You may wish to contact our customer service department. During this process, we will collect information such as:

- First name
- Last name
- E-mail address
- Telephone number

2.5.2. Legal grounds: This information is necessary in order to correctly identify the person who contacts us and thus be able to respond to their needs.

## **2.6. Make a donation**

2.6.1. When you make a charitable donation to FTA via Tuxedo, Zeffy or Canadon (online donation platforms), by telephone or by check, we collect information such as:

- First name
- Last name
- E-mail address
- Mailing address

- Telephone number
- Type of donation
- Name of person or entity to whom the charitable receipt is to be issued
- Payment information

2.6.2. Why: We use this information to process your donation transaction, to contact you for annual giving campaigns, and for statistical purposes.

2.6.3. Legal grounds: This information is required to process your donation. It is also necessary for the issuing of charitable receipts for tax purposes, to ensure that we are paid and to analyze donor behavior.

### **3. How do we use your data?**

3.1. This Policy regulates our use of the personal information collected when you navigate our website.

3.2. Specifically, we use your data for the following purposes:

- To develop new features and improve the website
- To provide the best possible customer service
- To communicate for marketing, advertising or customer account management purposes
- To compile statistics to guide business decisions
- To track purchases

### **4. How do we use cookies?**

4.1. When you visit our website, you may provide us with information via cookies or similar technologies.

4.2. Cookies are files containing a small amount of data about a user. This data may include an anonymous unique identifier. Cookies are stored on the user's computer or on the hard disk of another device. Among other things, they enable us to tailor your experience when you visit our site.

4.3. Some cookies contain personal information, but this is not the case for all types of cookies.

4.4. The cookies we use have the following four functions:

4.4.1. Analysis cookies: These cookies are used to analyze how users use our services. For example, the "\_ga" cookie is used to count and track page views on the website. It has a lifetime of one year.

4.4.2. Functionality cookies: These cookies allow us to remember your preferences when you use our services. For example, the "wp-wpml\_current\_language"

cookie remembers the language used on the website for the duration of the session.

4.4.3. **Essential cookies:** These cookies are essential to the operation of our services. Disabling them will prevent you from accessing our site or using its full functionality. For example, the "\_cf\_bm" cookie is used by hubspot.com to distinguish between humans and robots ("bots") and has a lifetime of 30 minutes.

4.4.4. **Advertising cookies:** These cookies are used to show the user personalized advertising and marketing campaigns. For example, the "NID" cookie is set by Google's DoubleClick to help build a profile of your interests. This cookie has a lifetime of six months.

4.5. Please note that you can configure your browser and disable or restrict the cookies we use. However, this may prevent you from accessing our services properly.

4.6. **How to disable cookies on your browser:** Most browsers allow you to configure whether and which cookies you wish to accept. These settings are usually found in the options or preferences in the browser menu. Here are instructions for configuring cookies in the most common browsers:

4.6.1. **Chrome:** Configuration -> Advanced -> Privacy -> Content configuration. For more information, please consult Google support or browser help.

4.6.2. **Firefox:** Tools -> Options -> Configuration -> History -> Custom Configuration. For more information, please consult Mozilla support or browser help.

4.6.3. **Internet Explorer:** Tools -> Internet Options -> Privacy -> Configuration. For more information, please consult Microsoft support or browser help.

4.6.4. **Safari:** Preferences -> Security. For more information, please consult Apple support or browser help.

## 5. With whom do we share your data?

5.1. We do not sell our users' personal information under any circumstances. Your data will only be shared within the limits set out in this Policy. When you consent to this Policy, however, we may share your personal information with the following parties:

5.2. **Employees:** We may disclose such user data as is reasonably required to carry out the purposes set out in this Policy to any member of our organization.

5.3. **Third-party suppliers:** In the course of our business, we may need to share some of your data with certain third parties. For example, we may share some of your data with our information technology (IT) suppliers, if required by their mandate or the execution of a service contract.

5.4. In general, the suppliers we use will only collect, use and disclose your information to the extent necessary to perform the services they provide to us.

5.5. Some service providers have their own privacy policies regarding the information we are required to give them when we use their services. For those providers, we recommend that you read their privacy policies carefully in order to understand how they will treat the personal information they collect.

5.6. Once you leave our website or are redirected to a third party website or application, use of your data is no longer regulated by this Policy.

5.7. List of our IT suppliers

- **Meta** (ad analytics – United States):  
<https://www.facebook.com/privacy/policy/>
- **Google** (data analysis – United States): <https://policies.google.com/privacy>
  - To prevent your data from being collected by Google Analytics:  
<https://tools.google.com/dlpage/gaoptout?hl=en>
  - To personalize ads appearing on different Google platforms:  
<http://www.google.com/settings/ads>
- **Mailchimp** (e-mail marketing – United States) :  
<https://mailchimp.com/legal/privacy/>
- **WordPress** (content management system) :  
<https://en-ca.wordpress.org/about/privacy/>
- **Groupe iCible** (ticketing & data analysis software – Canada) :  
<https://www.tuxedosolution.com/politiques/#confidentialite>
- **Tableau Software** (data visualization software – United States) :  
<https://www.tableau.com/legal/regional-privacy-law>
- **Zeffy** (online donation software – Canada) :  
<https://support.zeffy.com/data-privacy-policy>
- **Canadon** (online donation software – Canada) :  
<https://www.canadahelps.org/en/privacy-policy/>
- **Stripe** (online payment software – United States) :  
<https://stripe.com/fr/privacy>

5.8. **Parties with whom data sharing may be legally required.** We may disclose your information if required to do so by law or if such disclosure is required in order to:

- Comply with the law or any legal process
- Protect the rights or property of FTA
- Protect the security of our website, its users and their data.

5.9. Please note that you may leave our website by clicking on certain links on our website. We take no responsibility for the privacy practices of those other sites and recommend that you read their privacy policies carefully.



## **6. Your rights**

6.1. Privacy laws give you certain rights regarding your information. In particular, you are entitled to:

- Request access to your personal data and information in an accessible format in order to verify it. Please note that we reserve the right to ask you for additional information to prove your identity;
- Ask us to modify or rectify your data;
- Ask us to delete personal data in our possession, unless we are required to retain it in order to comply with legal obligations or the like;
- Object to the processing of your data, unless we have legitimate grounds which override your rights or interests, or if we need to continue processing this data for the establishment, exercise or defense of a legal claim;
- Ask us to restrict the processing of your data if it is incorrect, if you believe that our processing of your data is unlawful, or if we no longer need to process your data but must retain it for legal purposes;
- Withdraw your consent to the collection and use of your personal data;
- File a complaint with the competent authority if you believe that we are processing your data in violation of applicable privacy laws.

## **7. Access to and control of your data**

7.1. You can check, correct or delete your personal information by emailing us at [info@fta.ca](mailto:info@fta.ca), via the "Contact Us" section of our website, or by using the contact details at the end of this Policy. We will respond to your request as quickly as possible. Please provide us with sufficient details so that we can identify you and respond to your request.

## **8. Where your data is stored**

8.1. Your personal information is held in the following countries: Quebec, Canada and the United States. It is kept on internal servers at the OVH data center in Beauharnois (website) and on Amazon Web Services in Canada (security backups).

## **9. Duration of data retention**

9.1. We will retain all information collected for as long as necessary to fulfil the purposes for which it was collected or for other essential purposes such as complying with legal obligations. We will destroy that data at the end of this period, or if you decide to withdraw your consent. If you choose to do so, once your data has been deleted, you will receive confirmation that your request has been processed.

## 10. Data security

10.1. To protect your personal data, we take reasonable precautions to ensure that it is not lost, misused, accessed, disclosed, altered or destroyed inappropriately.

10.2. For example, our website features:

- Firewalls
- Daily security updates

10.3. Internally, we make sure to:

- Make frequent backups
- Give access to data only to authorized people who need to access it for work purposes
- Create secure access to internal networks
- Our employees are bound by strict confidentiality agreements, and a breach of that agreement will result in dismissal.

10.4. If you have any questions about the security of your personal data, please send us an e-mail via the "Contact Us" section of our website or directly to [info@fta.ca](mailto:info@fta.ca).

## 11. Age of consent

11.1. We do not solicit or collect personal information from minors under the age of 14. If you are a parent or guardian and become aware that a minor under the age of 14 has provided us with personal information, please contact us. If we become aware that we have collected personal information from a minor under the age of 14 without parental consent, we will delete any information that may have been collected.

## 12. Competent authority

12.1. Normative framework: This Policy is subject to the following legal regulations:

- Act respecting the protection of personal information in the private sector, RLRQ c P-19.1
- Act to establish a legal framework for information technology, RLRQ c C-1.1
- Civil Code of Quebec, RLRQ c CCQ-1991
- Charter of Human Rights and Freedoms, RLRQ c C-12

12.2. If you are not satisfied with our response to a request concerning your personal information, you may contact the Commission d'accès à l'information du Québec, the public body responsible for overseeing personal data management and processing practices in Quebec, or the Office of the Privacy Commissioner of Canada for Canada.

**Commission d'accès à l'information du Québec**

Address: Bureau 900, 2045 Stanley Street,  
Montreal (Quebec) H3A 2V4  
Telephone: 514 873-4196  
Fax: 514 844-6170  
Toll-free: 1 888 528-7741  
E-mail: [cai.communications@cai.gouv.qc.ca](mailto:cai.communications@cai.gouv.qc.ca)  
Website: <http://www.cai.gouv.qc.ca>

**Office of the Privacy Commissioner of Canada**

Address: 30 Victoria Street,  
Gatineau (Quebec), K1A 1H3  
Toll-free: 1-800-282-1376  
Telephone: 819-994-5444  
Fax: 819-994-5424  
Website: <https://www.priv.gc.ca>

12.3. **Policy changes:** We reserve the right to change this Policy at any time; please check back periodically. Unless otherwise specified, changes to this Policy are effective immediately upon posting on our website.

12.4. **Questions and contact information:** If you wish to access, correct, modify or delete any personal information we have about you, file a complaint, or if you simply want more information, please contact us at the following address:

**Festival TransAmériques**

To the attention of Christine Meslin, Controller,  
Responsible for the protection of personal information  
Address: #810-460, Sainte-Catherine Street West,  
Montreal (Quebec) H5B 1C3  
Telephone: 1-514-842-0704  
E-mail: [info@fta.ca](mailto:info@fta.ca)