

Privacy Policy

This policy describes Les Immeubles MW's principles in relation to the protection of personal information.

This information is collected and disclosed, first and foremost, with regard to the goods and services provided by Les Immeubles MW. In all cases, the Agency faithfully protects the privacy of individuals and the integrity of their personal information.

1. Definition

Personal information is any information which relates to a natural person and allows that person to be identified, other than his or her name, his or her position, his or her address and work telephone number and his or her e-mail address. The home address, date of birth and social insurance number, as well as medical and financial information constitute personal information.

2. Responsibility

Les Immeubles MW is responsible for the personal information it manages, including personal information disclosed to third parties for processing and administrative purposes.

3. Determination of the Purposes of Collecting Personal Information

Les Immeubles MW determines the purposes for which it collects personal information before collecting it or at the time of collecting it, unless these purposes are obvious.

4. Consent

Les Immeubles MW will not collect, use or disclose personal information for purposes other than those for which it was collected, except with the consent and knowledge of the individual or as required by law.

5. Limits on the collection of personal information

The collection of personal information by Les Immeubles MW is limited to what is necessary for the purposes that it has mentioned. The Agency always obtains personal information through fair and legal methods.

There is a possibility that the Agency may collect and use a third party's information on a person, when the law so authorizes it, and with the individual's consent in all other cases.

6. Limits on the use and disclosure of personal information

The Agency will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the person or as required by law.

The Agency may be required to communicate personal information to third parties, for example, suppliers, co-contractors, subcontractors, agents, insurers (such as the Professional Liability Insurance Fund of Real Estate Brokerage of Quebec (the FARCIQ), to professionals, to other regulators, or outside Quebec.

The Agency may, without the consent of the person concerned, communicate personal information to a third party if this communication is necessary for the execution of a mandate or a service or business contract.

7. Retention of Personal Information

MW Immeubles retains personal information for as long as it reasonably needs it for the specified purposes or as required by law. When the purposes for which the personal information was collected or used have been accomplished, the Agency destroys it (by shredding carried out by a professional company), subject to a retention period provided for by law. In this regard, the Agency's professional obligations require it to keep its files for at least (6) years following their final closure.

8. Accuracy of Personal Information

Les Immeubles MW makes reasonable efforts to ensure that individuals' personal information is as accurate and complete as required by the purposes for which it is used. No request for rectification may be considered unless it is made in writing, in accordance with the request for access to personal information process as hereinafter provided.

9. Protection of Personal Information

Les Immeubles MW agrees to establish and apply safety measures as are appropriate to ensure the confidentiality of the information.

10. Transparency

Les Immeubles MW will readily make information available to individuals about its policies and practices relating to the management of personal information. The Agency is open about its policies to ensure the privacy of personal information.

11. Right of access, withdrawal and rectification

Subject to relevant legislation, on receipt of a written request from an individual in this regard, Les Immeubles MW informs the individual whether it holds any personal information about him or her.

On receipt of such written request, the Agency sends a summary of how the information is or has been used, provides a list of any third parties to which the information has been disclosed and the purpose for disclosing the information to third parties.

The Agency may decline to provide an individual access to his or her information, in accordance with applicable laws, in which case it shall state its reason or reasons for such decision, except when it is prohibited from doing so by law.

12. Hyperlinks and third parties

Our website may contain sharing or publishing options or links to third party websites or platforms. By using or activating these links or features, you leave the website and your browsing then becomes subject to the conditions of use and the personal information protection policy of these third parties. We have no control over these third party platforms and the fact that these platforms are listed on the website does not in any way engage our responsibility.

12. Complaints and Requests for Access to Personal Information

Any person about whom Les Immeubles MW has personal information may file a complaint regarding Les Immeubles MW's non-compliance with this policy.

13.1 Complaints and requests

Complaints and requests for access may be submitted in writing to the privacy officer at 625 boulevard de la Côte-Vertu, Montréal (Saint-Laurent) H4L 1Y1 or by e-mail at responsable.vie.privee.mw@videotron.ca

13.2 Setting up a procedure

Les Immeubles MW has procedures in place to receive and respond to complaints concerning this policy and its personal information handling practices.

13.3 Complaint to the Commission for Access to Information

If an individual is not satisfied with Les Immeubles MW's reply to a complaint or policies and practices with regard to handling personal information, he or she may file a complaint with the Commission d'accès à l'information on the Commissioner's website at www.cai.gouv.qc.ca.

For all questions

For any questions, concerns or complaints regarding your personal information or Les Immeubles MW' policy regarding privacy protection, do not hesitate to contact our Privacy Officer at responsable.vie.privee.mw@videotron.ca.