

Last Updated: December 6, 2024

## **PRIVACY POLICY**

We greatly value your privacy and are committed to complying with the law and protecting the personal information you share with us.

When you provide us your personal information, you acknowledge that you understand and accept the privacy policy of DRAGON FUEL S.E.C./DRAGON FUEL L.P., and that you consent to the collection, use and disclosure of your personal information as described on this page.

Unless otherwise stated, our privacy policy applies to all personal information we hold about you and your account.

### **COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION REGISTRATION, PURCHASE AND BILLING INFORMATION**

We collect your personal registration information to offer you the best possible shopping experience. When you register (log in), you supply your email address and a password. This allows us to authenticate your account every time you visit our website.

Before completing your first purchase, we also ask you for your name, phone number, email, billing and shipping addresses. This information, along with your credit card number, is necessary to fulfill your order. This information may be disclosed to authorized members of our staff and to select third parties (such as our credit card processing service provider, fulfillment agent and shipping service provider) involved in the completion of your transaction and delivery of your order.

We may also need your email address or phone number to contact you if we have questions about your order. We may use your email address to notify you about new services or special promotional programs, or send you offers or information if you have opted in. At any time, you can notify us that you wish to stop receiving these emails by communicating with us using the contact information below.

We keep a record of your past purchases, returns, and credits to accurately keep track of your activities.

When you make a purchase or using tracking technologies, we may ask you for information regarding your preferences and demographics to help us conduct statistical analysis.

### **COOKIES**

We use "cookies" to improve your shopping experience and to save you time. Cookies are little tags that we place onto your computer. We assign a cookie to your computer when you first visit our site to enable us to recognize you each time you return. To learn more about the cookies we use or to review or change your preferences, please click here **Consent choices**

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## **SERVER LOGS**

In an effort to make our Web site as effective and enjoyable as possible, the computers that operate it collect certain information each time you visit. We store these statistics in server logs. These statistics do not identify you personally, but provide us information regarding the type of user who is accessing our Web site and certain browsing activities. This data may include: IP address (i.e., the unique ID number of the user's computer), the type of browser (Internet Explorer, Firefox, Safari, etc.) and the operating system (Windows, Mac OS, etc.) the website last visited before connecting to our website, how long the user accessed our Web site in any given session, and the date and time of access. We may make use of this data at an aggregated level in order to understand how our Web site is being used.

## **SECURITY OF PERSONAL INFORMATION**

We recognize our obligations to protect your personal information. We therefore follow stringent procedures to help protect the confidentiality, security, and integrity of personal information stored on our systems. We use encryption technology, digital certificates, secure commerce servers, and authentication to ensure that your personal information is secure online. Our Web site encrypts your credit card number and other personal information using secure socket layer (SSL) technology to provide for secure transmission. Only those employees who need access to your information in order to perform their duties are allowed such access. Any employee who violates our privacy or security policies is subject to disciplinary action, including possible termination and civil or criminal prosecution.

However, no security measure is absolute or guaranteed. If you have reasons to believe that your interaction with us is no longer secure (for example, if you think that the security or accuracy of the information you provided us has been compromised), please contact us immediately using the contact information below.

## **DISCLOSURE OF PERSONAL INFORMATION**

DRAGON FUEL S.E.C./DRAGON FUEL L.P. may be forced or permitted by law to disclose personal information without your knowledge or consent. DRAGON FUEL S.E.C./DRAGON FUEL L.P. may disclose personal information in order to protect our rights or the rights of others, to prevent harm to persons or property, to fight fraud and credit risk, or to enforce or apply our website Terms of Use.

It is possible that your personal information will be disclosed outside Quebec or Canada, where privacy laws may differ. In this case, we ensure that your personal information benefits from an equal level of protection, for example, using contractual measures. However, it is possible that law enforcement and national security agencies in these countries may access your personal information.

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## **REQUESTS REGARDING YOUR PERSONAL INFORMATION**

To exercise your rights, please make a written request to our Privacy Officer.

We may request that you provide proof of identity before responding to your request. This identity information will only be used for this purpose.

We will respond to requests in the time required by law and will make efforts to assist you and to respond to you as accurately and completely as possible. The law states that we may refuse to fulfill your request in certain circumstances.

Depending on where you live, you may have certain rights regarding your personal information, such as:

### Right of Access

You can request access to the personal information we hold regarding you, and obtain a copy of it.

### Right of Rectification

You can request that we correct errors or omissions regarding your personal information. If you demonstrate the inaccuracy, ambiguity or incompleteness of your personal information as found in our files, we will modify them. We will also rectify any personal information if its collection, disclosure or keeping is not authorized by law.

### Right to Withdraw Your Consent

You can request to withdraw your consent to our use or disclosure of your personal information. Withdrawing your consent may mean that we are no longer able to respond to your request or provide you with the requested product or service. Otherwise, we will inform you of the consequences of your request in our response.

## **CHANGES IN POLICY**

DRAGON FUEL S.E.C./DRAGON FUEL L.P. reserves the right to modify this privacy policy at any time. We will publish any notice of changes so you are always aware of our policy.

## **CONTACTING OR COMMUNICATING WITH US**

If you have any questions or concerns about our privacy policy, or if you wish to exercise your rights regarding your personal information, please contact our Privacy officer at [info@p8mtl.ca](mailto:info@p8mtl.ca).

If you are dissatisfied with our handling of your personal information, we invite you to contact our Privacy Officer in writing, setting out the reasons for your concern. If you remain dissatisfied after our Privacy Officer has reviewed and responded to your concern, you may contact the relevant privacy regulator:

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The **Quebec Commission d'accès à l'information:**

Toll-free: 1-888-528-7741

Email: [renseignements@cai.gouv.qc.ca](mailto:renseignements@cai.gouv.qc.ca)

The **Office of the Privacy Commissioner of Canada:**

30, Victoria Street

Gatineau, Quebec

K1A 1H3

Toll-Free: 1-800-282-1376

Phone: (819) 994-5444