



Privacy Policy

Last updated : June 6th, 2026

This privacy policy explains how the *Société environnementale de Côte-des-Neiges* ("SOCENV"), located at 591-6767 ch de la Côte-des-Neiges, Montreal (Quebec) H3S 2T6, collects, uses, and protects the personal information of its users. By using our website and our services, you agree to the terms of this privacy policy.

1. Introduction to our organisation

The Société environnementale de Côte-des-Neiges (SOCENV) is a non-profit community organisation working to improve the local environment and quality of life of the Côte-des-Neiges—Notre-Dame-de-Grâce borough community. We accomplish our mission through environmental projects which promote environmental awareness and mobilise residents to improve their local environment, primarily as the Éco-quartier for the borough.

2. Our commitment

The SOCENV recognises the importance of privacy and the sensitive nature of the personal information it collects through its website or any other platform used for its projects. We are committed to protecting your personal information in accordance with the requirements of Loi 25.

This Privacy Policy explains what personal information we collect from you and for what purpose(s).

2. What is “personal information”?

In this policy, the term “personal information” refers to any information that can be used to identify an individual, including their name, home address, phone number, email address, etc. Information that has been anonymised or aggregated and cannot be directly or indirectly linked to an identifiable individual is not considered personal information.

3. Which types of personal information do we collect?

We may collect personal information in the following circumstances:

- When you contact us by email: your name, email address, phone number, and the information contained in your message.
- When you fill out one of our online forms: your name, address, phone number, and email address.
- When you sign up for our newsletter: your name and email address.
- When you browse our website: our website may collect certain information, such as your IP address, your internet service provider, the type of device or browser you use, the region where you are located, and the website from which you accessed our website. We also use cookies to store certain information when you visit our website, such as your language preference.

This information does not directly identify you and is used to improve the website’s content and make it easier to use.

- During our community activities: your name, address, phone number, and email address.

This information may be stored on our service providers’ servers located outside Canada and may therefore be subject to the laws of those countries, including any laws that allow government authorities to access it.



4. Why do we collect personal information?

We use the personal information we collect:

- To communicate with you about our services, respond to user requests, and improve our services.
- To measure the audience of our services.
- To enable you to subscribe to our newsletter.
- To provide relevant information about our activities, events, and programs.
- To perform statistical analyses to optimise the user experience.
- To ensure the security of our systems and protect personal data.

5. Who has access to the personal information we collect?

The SOCENV ensures that its employees, as well as third parties with whom it does business, protect the confidentiality of the personal information to which they have access, regardless of the medium through which it is accessible.

We will not use or disclose this information for any purpose other than those mentioned without your consent, unless required or permitted by law. Under no circumstances do we sell your personal information.

6. How do we store personal information?

Unless otherwise authorised or required by applicable laws, the SOCENV retains your personal information only for as long as necessary to fulfill the purposes for which we collected it, including to meet legal, accounting, or reporting requirements to the appropriate government authorities.

Once the intended use has been completed, your personal information is destroyed, deleted, or anonymised, unless we are required by law to retain it. You can no longer be identified by anonymised information.

The SOCENV takes reasonable security measures—including physical, administrative, and technical safeguards—to protect personal information from loss, theft, or



unauthorised access. We strive to ensure that your personal information is stored in Quebec. However, information stored on our service providers' servers may be located outside of Canada and may therefore be subject to the laws of those countries, including any laws allowing government authorities to access it.

7. How to access to your personal information and make corrections

You have the right to access the personal information we hold about you and request that it be corrected if you find any errors.

You may also withdraw your consent to the use and disclosure of your personal information or file a complaint regarding the protection of your personal information.

To exercise your rights, please contact us in writing using the [contact information provided on our website](#).

8. Changes to this policy

We reserve the right to modify this privacy policy at any time. If necessary, we will notify the individuals concerned. Any changes take effect as soon as we post the revised policy on our website.

The effective date at the top of the policy indicates when it was last updated.

9. Our security measures

We take the necessary precautions to ensure the security of your personal information. We have implemented the following measures:

- Secure access to the premises;
- Access control to servers and shared documents;
- Secure access to computers and password changes when staff members leave;
- Secure organisational password management;



- Firewall;
- Signing of the privacy policy by employees.

10. Contact us

Please do not hesitate to contact us if you have any questions regarding how we handle your personal information.

You can reach our Privacy Officer at the following contact information:

Société environnementale de Côte-des-Neiges
6767, chemin de la Côte-des-Neiges, suite 591 (5th floor)
Montréal (Québec) H3S 2T6
info@socenv.ca
[514 738-7848](tel:5147387848)