



Privacy policy

1. The present privacy policy

By accessing any of the Maibec websites, you accept the present privacy policy (the "Maibec Privacy Policy"). If you do not agree to the Maibec Privacy Policy, please do not proceed further on any of the Maibec websites and do not provide us with any data. This Maibec Privacy Policy has precedence over any and all former privacy policies that may have been part of or remain part of any of Maibec's websites.

The purpose of the Maibec Privacy Policy is to describe our practices in connection with the data obtained from you and/or about you and to ensure that you understand how Maibec manages the said data. The Maibec Privacy Policy is applicable to all websites of Maibec and to all situations where a Maibec entity collects and retains data. In other words, the Maibec Privacy Policy aims at describing how Maibec ensures that the data is properly utilised and protected.

We have tried to keep the Maibec Privacy Policy as simple as possible in order for it to remain intelligible and accessible. If you are unfamiliar with terms that we use, such as "cookies", "IP address" and "browser", or if you have any questions regarding Maibec's privacy practices or regarding the content of the Maibec Privacy Policy, do not hesitate to contact us. Your privacy matters to Maibec and we invite you to take the time to get to know our practices.

2. Maibec and personal data

Maibec is not in the business of personal data; therefore, Maibec will not analyse or process your data beyond what is necessary to offer you high quality services and products. This means that we do NOT use your data to monitor or profile you beyond what is necessary for our activities.

3. The data we collect

We may ask that you provide some data when purchasing our products and our services and we will automatically collect some data when you use Maibec's websites. In essence, we will collect and store data as necessary to provide our products and services to you or as legally required to do so. In all cases, the collection of your data and the use of technological processes to do so, when applicable, is always to allow us to better serve you and to help us manage and improve the usability of our websites and your experience as a customer of Maibec and/or as a user of our websites.



At any time, you may elect not to provide some or all of the data requested and we respect that fully. However, doing so might mean that we will not be able to provide you with the requested websites access, services and/or products at their full capacity, or even not at all.

Finally, please note that we never require any sensitive personal data on our websites such as information related to racial or ethnic origin, political opinions, religion or other beliefs, health, etc. since this is not relevant to our business relationship. Similarly, we do not require any data regarding children under the age of sixteen.

3.1 The data we collect from you

Most of the services, including websites access, and products that we offer require that we collect only a limited amount of data. In such cases, we will require that you provide us with your name, a way to contact you (such as a phone number or an email address) and, when applicable, the necessary payment details and a postal address or another form of geolocation data for the delivery of the products or the performance of the services.

If you subscribe to any of our newsletters or request to receive marketing documents and data on our products and services, we will require your name, an email address and details on your interests in order for us to provide you with the relevant information. The same data will be required if you ask for more information on our products and services during “offline” events such as trade shows or if you contact us on the phone.

If you are an actual or a potential business partner, we will collect basic contact data on the persons in contact with us such as their names, job titles and contact details.

If you apply for a position at Maibec, we will collect the data that you provide us through our websites or otherwise, such as your resume and application forms that you may fill.

Through our websites, we collect basic data typically collected through websites, such as data regarding your browser and device, your IP address, information collected through cookies and, if your device has location functions enabled, you may be sending us location data. Like most companies, we use cookies on our websites. In some instances, we may use third-party web analytics services such as Google Analytics which may also use cookies and similar technologies to collect data (such as IP addresses) to evaluate the use of and the interaction with the websites and their functionalities.



Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA, is the provider of web analytics service Google Analytics. Google Analytics uses cookies. The information generated by the cookie about the use of the Maibec websites, when applicable, is usually transmitted to a Google server in the USA and stored there. Google is committed to respecting the applicable privacy regulations and Google is registered with the US Department of Commerce's Privacy Shield program.

3.1.1 Cookies

Cookies are small text files stored locally in the cache of the website visitor's Internet browser. They serve to make our websites more user-friendly, effective and secure and to measure the use of our websites. You can specify the acceptable settings for cookies yourself in your browser.

3.2 The data we receive from other sources

We may receive your data from our partners when you purchase our products or services from these partners, notably when Maibec is in charge of the performance of the services or the delivery of the products to you or for the application of the warranties related to the products. In these situations, our partners will provide us with your name, a way to contact you (such as a phone number or an email address) and the necessary information to deliver the products or render the services, such as a postal address or another form of geolocation data.

We may also receive data about you from databases available publicly and if you apply for a position at Maibec and if the position justifies it, we may also collect publicly available data, such as data you make available on social media platforms.

Additionally, if you elect to interact or connect with us through social media, certain public data from your social media account might be shared with us.

4. Our use of the data

We use your data in order to provide you with our products and services in the most efficient manner.

More specifically, we may use your data:



- to communicate with you, notably to respond to your requests and inquiries and to tailor such communication to your situation;
- to provide customer support and to contact you in relation with the products and services that you purchase, notably for safety and maintenance reasons;
- to process and perform your order, including delivery and on-site performance of services, and to communicate the status of the order;
- to create, administer and communicate with you about your account (including the events log for your products);
- to keep you informed about our products, services, events, promotions and marketing communications;
- to provide you access to online services and functionalities;
- to evaluate your job applications and to progress in and possibly to complete the hiring process;
- to generally operate, evaluate and improve our business, such as developing new products, services and processes or improving the current ones, performing market research and optimising our marketing and reach out practices and managing our websites;
- to protect our customers and our activities against risks and illicit acts, notably by verifying your identity when required for security purposes;
- to comply with applicable laws, requirements, standards and policies.

We may also use your data for additional purposes, which we will identify at the time of collection.

The legal basis for processing your data by Maibec will typically be that we have a legitimate business interest to do so in accordance with article 6 paragraph 1 f) of the General Data Protection Regulation. In other instances, the legal basis for processing your data will be one of the following:

- performance of a contract with you or a relevant party;
 - having obtained your consent (in which case you can withdraw it at any time);
- or
- compliance with our legal obligations.

When applicable, consent will be obtained from you as one of the steps of the process for the submission of your data or your request to benefit from one of our services. For example, your consent will be requested for the collection of your data as part of the process of registering to our newsletter in the same manner as this is being done to allow you to access the Maibec websites.

5. How we share and transfer your data

5.1 Sharing your data



Most of the time, your data will not be shared with entities outside of the Maibec group of Companies.

In some circumstances, we cannot avoid sharing your data with other entities, for example if you require services that Maibec does not provide directly, but rather through business partners. In such cases, the entities with whom we share some of your data are required to use or disclose your data only for the performance of the services that we request from them.

When necessary, your data may be shared with:

- the entities of the Maibec group of companies;
- service providers that we use to perform services on our behalf;
- service providers that provide services to Maibec used in the processes related to the products and services that you purchase from us;
- authorities and other public entities in accordance with legal requirements.

In the selection of our service providers, especially those that provide digital solutions that might process your personal data, we pay close attention to their level of compliance with privacy laws such as the General Data Protection Regulation and their respect of privacy principles.

5.2 Transferring your data

Maibec is active in many countries and is headquartered in Canada. Thereby and even though we seek to concentrate the processing of data in each local entity that requires the data, your data may be transferred to other entities of the Maibec group of companies, notably to the Canadian headquarter. The European Commission approves the transfer of data to Canada since it deems that Canadian privacy laws are adequate.

Maibec's global activities may result in the transfer of data to a country which may have different data protection laws. When this arises, we take measures to protect that information, notably through having all of our subsidiaries comply with the Maibec Privacy Policy and by transferring data only for relevant business purpose.

6. Your control over your data and your choices regarding the processing of your data

An important part of our philosophy regarding privacy is to ensure that you are comfortable with what happens with your data. Thereby, we invite you to contact us if you have any question or if you want to access your data, make corrections



to it or, in some cases, delete it and if you want to choose how we can use your data, for example by managing the parameters regarding how we communicate with you. We will do our best to comply with your request promptly.

Additionally, you have the right to lodge a complaint with your competent supervisory authority.

7. The retention of your data

We retain your data for the duration required in order to fulfil the purpose for which the data was collected. This usually means that the data will be kept as long as we have an ongoing relationship with you and for a certain period thereafter as may be required under applicable laws.

8. The protection of your data

As in all of its activities, Maibec uses advanced technologies and solutions in the processing of your data to ensure its protection and its integrity. We are partnering with some of the best service providers in the world and we rely on experts to operate safeguards, both digital and physical.

Nonetheless, the best security efforts cannot protect against all risks during the transmission of data on the Internet and security gaps may remain. A complete protection of the data from access by third parties is not possible and we invite you to always use caution when transmitting data on the Internet.

9. Updates to the Maibec Privacy Policy

We may update the Maibec Privacy Policy from time to time to adapt it to changes in our activities and/or in the applicable regulations. The updates will be reflected on this page and, if the changes from an update are significant, we will provide you with a more prominent notice in this regard.

10. The bit outside of our control

Since our products are sometimes sold via a network of suppliers and partners, please note that these suppliers and partners will have their own privacy policies and practices. While we are meticulous in the selection of our suppliers and partners, we cannot accept any responsibility for their privacy policies and practices. Thereby, we invite you to check their privacy policies before you submit any data to these entities. The same applies to links we may provide to websites that are not websites of Maibec.



Maibec may also include YouTube videos that can be viewed from Maibec's websites or make videos available on Maibec's YouTube channel. In such cases, YouTube may collect your data and we invite you to check its privacy policies before you use its services or submit any data to YouTube. YouTube is a service of Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA. Your information collected by YouTube may be transmitted to and stored on a Google server in the United States.

11. How to contact us

If you have any questions or comments on the Maibec Privacy Policy, if you want to access your data or if you want to manage your parameters, please contact us by writing at:

Maibec
202-1984, 5^e rue
Lévis, QC,
Canada, G6W 5M6