

Privacy Policy

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What does this policy apply to?

Your privacy is extremely important to Hydro-Québec, and we are committed to protecting your personal information when you visit the website <https://lecircuitelectrique.com/welcome>, our associated sites or our transactional pages (the “Sites”), or when you use Hydro-Québec’s public charging network (the “Electric Circuit”) or the mobile application (collectively, the “Services”).

The purpose of this policy is to explain and describe the personal information Hydro-Québec collects on its Sites and as part of its Services, how it is used and transmitted to others, what your choices are in this respect, and how you can access your personal information and correct it if necessary (the “Privacy Policy”). The practices set out in the Privacy Policy comply with the requirements of the [Act respecting access to documents held by public bodies and the Protection of personal information](#).

However, the Privacy Policy does not apply to third-party sites, and in particular to third-party sites suggested through hyperlinks posted on our Sites. Furthermore, it does not apply to personal information that may be collected by suppliers of other applications that you may use, and in particular when you

use Messenger on our Facebook page to contact our customer service centre or when you link your Facebook, Apple or other profiles when registering for our Services. In addition, the Privacy Policy does not apply to personal information you provide to your application store operator when you download the mobile application. Hydro-Québec is not responsible for the protection of your personal information by these third parties, and it is your responsibility to read their policies.

What are you consenting to?

By using our Sites or Services, you consent to the handling of your personal information in accordance with the practices described in the Privacy Policy, which are an integral part of the [Conditions of Use](#) for the Sites and Services. You also consent to the collection of such non-personally identifiable information when your device (computer, tablet or cell phone) interacts with our Sites. We therefore request that you read this policy carefully. If you are a member of another electric vehicle charging station and you use our Services, you agree to be bound by this Privacy Policy.

You may completely or partially revoke your consent concerning the handling of your personal information at any time by writing to our privacy officer at the address provided in the “How to reach us” section below. As a result, you may cease to benefit from some of the functionalities of our Sites or the advantages provided by our Services.

Hydro-Québec may update this policy from time to time. You must therefore consult the policy on a regular basis to learn about the updates. By continuing to use our Sites and our Services, you accept this policy and any update to it, and you undertake to abide by its provisions.

What personal information do we collect?

The expression “personal information” refers to any information concerning an individual that allows this person to be identified, either directly or indirectly. You are not required to provide personal information to view the content of our Sites. We may collect the following information about you through our Sites and Services:

- first and last name
- mailing address
- email address
- telephone number
- membership card number
- identification code and password
- billing information and available balance
- detailed history of your Electric Circuit use, including your energy consumption, charging date and other similar information

- model of your electric vehicle
- IP address
- details concerning issues you may have experienced by using our Sites and Services

When you access our Sites or Services through your mobile device (cell phone, tablet or other mobile device), we may also collect the following information about the device:

- make and model
- mobile operator
- unique identifier
- telephone number
- IP address
- geographic location
- operating system version
- information concerning installation, navigation, access, interaction, impressions and engagement
- type of Internet connection
- type of browser
- MAC address
- IOS identifier for advertisers

Why do we use your personal information?

The personal information we collect is used only for the purposes set out in this policy. We use the personal information we collect about you mainly for the following reasons:

- administer our Sites and Services, and make them available to you, including for the purposes of planning, deploying and installing new charging stations
- allow you to purchase charging services online
- allow you to access the Sites and Services and other charging networks with which we have entered into roaming agreements
- invoice your charging activities on our network or on networks with which we have entered into roaming agreements
- detect incidents and prevent threats to our Sites and Services or to cybersecurity
- improve the quality of our Sites and Services
- communicate with you about our technical notifications, updates to the Sites and Services, security alerts and support. This information is important for the use of our charging network;

as a result, you may not refuse to receive these notifications while you hold an account with us.

- verify and authenticate your identity
- respond to your requests, complaints, comments and questions, and help you find a new charging site nearby
- transmit notifications or alerts based on your settings for the mobile application's functionalities
- contact you to obtain your comments about your customer experience
- associate users with our Sites and Services
- verify compliance of your use of our Sites and Services
- notify you about our services, events, activities, special offers and other news that involves us, and in particular for the purposes of our newsletter distribution. We will request your prior consent in accordance with applicable laws. If you are on our distribution list and you wish to unsubscribe, simply follow the link provided in each email you receive.
- any other purposes as we may determine from time to time and that are authorized by law

Who will we share your personal information with?

Hydro-Québec limits access to your personal information in accordance with the laws in force. Access is limited to employees who require information about you to carry out their functions.

We do not share personal information with third parties without your consent, except under the rare circumstances described in this Privacy Policy.

Partners

We may exchange non-personally identifiable information concerning the use of our Services with the Electric Circuit's partners, and in particular with charging station owners, charging site hosts and with businesses in order to improve or continue to supply charging services and services concerning programs you are participating in. This consists of charging data that does not identify you.

Service suppliers

Hydro-Québec retains the services of suppliers to operate the Sites and Services. Its subsidiary Axso Recharge intelligence s.e.c. operates the technological platform for the electric vehicle charging network and the mobile application. Hydro-Québec retains the services of the Canadian Automobile Association (CAA-Québec) to operate its customer services, Stripe for the online payment system, and Amazon Web Services for cloud-based storage. These suppliers may request that Hydro-Québec provide personal information about you so they can offer their services.

If you use your user account to charge your electric vehicle on a charging network with which we have entered into a roaming agreement, or if you are a member of another charging network, we may be required to provide certain personal information to the operator of this other network, such as your name, Electric Circuit user number, information concerning your charging activities or your contact information in order to authorize you to charge your electric vehicle, to provide any necessary support, as well as for billing purposes and to issue statistical reports required under our agreement with this partner.

Legal requirements

We may share your personal information if we determine in good faith that this is required by a summons, warrant or other legal or administrative ruling under an applicable law.

In particular, we may disclose your personal information if we determine in good faith that this measure is appropriate or necessary for the following purposes:

- ensure compliance with our Conditions of Use or our agreements
- comply with an applicable law or regulation
- respect a summons, warrant or other legal or administrative ruling
- protect our rights, property, security or that of our partners, customers or the public
- prevent a violent act that may threaten a person's life or health, particularly in urgent cases
- maintain and ensure the security and integrity of our Sites and Services against abusive or illegal use
- conduct an investigation or handle a complaint regarding your use of the Sites or Services
- protect against a claim
- defend ourselves against third-party claims or allegations
- institute proceedings for violation of a law
- respond to a government request
- cooperate in an investigation or complaint concerning your use of the Sites or Services
- cooperate with bodies responsible by law for preventing, detecting or repressing crime or statutory offences, including protection against fraud
- grant a mandate or retain the services of our financial and legal advisers

Will your personal information be transmitted outside Québec?

Personal information collected by Hydro-Québec is kept in secure systems stored on servers that may be located outside Québec, and in Canada and the United States in particular. In this case, Hydro-Québec may require undertakings from its suppliers concerning privacy matters and the protection of personal information in order to guarantee an appropriate level of protection.

How do we maintain the confidentiality of your information?

All personal information we collect is kept confidential in accordance with the laws in force concerning privacy matters and the protection of personal information in the jurisdictions in which we do business. We take reasonable administrative, technical and physical measures to protect your personal information from loss, theft and from unauthorized access, use, modification and destruction. Your personal information is kept for the length of time necessary to achieve the purposes for which it was collected or for us to comply with our legal and regulatory obligations.

What other data do we collect about you?

We use cookies and other similar monitoring technologies (including scripts, pixel tags, etags and web beacons) for several reasons. Cookies are small text files that your browser installs automatically on your computer or other device. They allow the Sites to recognize you when you visit them. Cookies are stored on your computer and are automatically retrieved when you visit the Sites in the future. Only the cookie issuer can read the text file. For more information about cookies, visit www.allaboutcookies.org.

Functionality cookies and essential cookies

You can disable functionality cookies on your computer. Most browsers are programmed to enable cookies by default; however, the “help” function above the taskbar on most browsers explains how to fully enable and/or disable cookies. Note that disabling cookies may impact the functionality of our Sites and that certain functions concerning the management of your user account or completion of forms may not work. Therefore, we do not recommend disabling these essential cookies. For details concerning your browser settings, please consult the help centres for [Chrome](#), [Safari](#), [Firefox](#), [Internet Explorer](#), [Edge](#) or [Opera](#).

Performance cookies

We use performance cookies so that our Sites will function more efficiently when you visit them. The information collected is used to determine the popularity of pages, analyze traffic on our Sites and to our Services, and as a guide for developing other improvements. These cookies do not contain any personal information.

Social media cookies

We also use social media cookies, which allow us to add functionalities to our website so that content can be shared on social media such as [Facebook](#). Clicking the share button will install a cookie that connects content viewed on our website to your user account for these media.

Analytical tools

We use analytical tools such as [Crashlytics](#) and [Google Analytics](#) to collect non-personally identifiable information. This information consists of various usage metrics and user data when you use our Sites and Services. Google stores this information on servers that may be located outside Canada, and in the United States in particular. These tools and technologies collect and analyze certain types of data, including cookies, IP addresses, device identifiers, the URL address of the referring page and exit page, data concerning online use and behaviour, metrics and statistics on the use of functions, usage and purchase history, MAC addresses, unique mobile device identifiers and other similar information. You may [download the opt-out browser add-on](#) to disable Google Analytics or [consult the guide](#) to set Crashlytics parameters.

reCAPTCHA

The forms on our website use [Google reCAPTCHA](#) to distinguish whether the information collected on our Sites was entered by a user or automatically by a computer.

Access logs

We use technology to collect non-personally identifiable information and maintain standard logs that record data concerning your access to our Sites. These logs may contain the following information:

- Internet domain from which you accessed the Sites
- location from which you accessed the Sites
- type of browser and operating system you used
- date and time you visited the Sites
- pages you viewed on the Sites
- address of the websites through which you connected to the Sites

What are your rights?

The [Act respecting access to documents held by public bodies and the Protection of personal information](#) entitles you to access your personal information and to request its correction if the personal information is out of date, inaccurate, incomplete or ambiguous, or if the collection, communication or retention of this information is not authorized by law. If you notice any errors or inaccuracies, please bring it to our attention, and we will make the necessary corrections. Subject to the provisions below concerning the retention period, you may request that we destroy your personal information.

Uninstalling the application or disabling a functionality does not destroy your personal information.

Any request for access to or correction of your personal information, as well as any notification, must be emailed to the Access to Information and Privacy Officer.

What are our requirements concerning the use of email?

If you contact Hydro-Québec by email, you are doing so voluntarily. You must therefore provide your name and email address and write your message in the space provided for this purpose in the electronic form on the [Contact us](#) page.

No method of Internet transmission or digital storage is completely secure. There is always a risk that the information you send us is lost, intercepted, pirated or destroyed. We encourage you to use extreme caution when deciding what type of personal information you wish to send us because we are unable to guarantee its complete security.

How to reach us

Access to Information and Privacy Officer

Hydro-Québec
Édifice Jean-Lesage
75, boul. René-Lévesque Ouest
21e étage
Montréal (Québec) H2Z 1A4

Responsable.Acces@hydro.qc.ca