

SECURITY AND CONFIDENTIALITY

1 ACCOUNTABILITY

- Voyages Groupe Ideal Travel will comply with all 10 principles of the Privacy Act.
- We have appointed a Privacy Officer who is accountable for
- Voyages Groupe Ideal Travel's compliance to this Privacy Policy.
- Voyages Groupe Ideal Travel and its employees will maintain and protect all Personal Information under their control or transferred to a third party for processing.

What personal information do we collect?

- Name
- Designation
- Home contact information
- Alternative contact phone number
- Preferred Language of correspondence
- Nationality
- Date of birth
- Membership number
- Credit card number and expiration date
- Passport number
- Email address
- Customer's travel preferences (seating, meal preferences, smoking or not)
- Beneficiary for insurance

2 IDENTIFY THE PURPOSE

Why do we collect it?

We will identify the purposes for which Personal Information is collected; either before or at the time of collection. With your consent we may use your Personal Information for a number of purposes, for example to:

- Establish and maintain communication with customers
- understand your needs;
- determine if our products and services meet your needs;
- guarantee a travel reservation, fulfill requests for services or information;
- provide customer services;
- administer contests or promotions;
- offer new products and services.

Of course, you can choose not to provide us with some or all of your Personal Information. However, this choice may not enable us to provide you with the product, service, or information that you requested or that could be offered to you.

Where we collect Personal Information:

Travel arrangements and purchase of other services can be made by visiting our office and foreign exchange bureaus. If you cannot visit us, you can contact one of our sales consultants or call center by phone or email. You can also visit our website.

How do we collect it?

Generally, information is conveyed to Voyages Groupe Ideal Travel

- Verbally in person during branch visits and/or over the
- telephone
- Electronically via email or web booking
- Written information via written correspondence and faxes.

3 OBTAIN CONSENT

What is consent?

Voyages Groupe Ideal Travel will only collect, use and disclose your Personal Information with your knowledge and consent, except where otherwise required or permitted by law. Voyages Groupe Ideal Travel considers consent to be an expression of permission to collect and use information for purposes we believe you would consider appropriate under the circumstances. We may use your name and address for general mailing; we believe you would also expect us to contact you to advise you of new and existing services that may be of interest to you. From time to time, we will inform you of such services via direct marketing. Direct marketing material is usually delivered to you by mail, telephone or electronic means. You may choose not to receive these offers and have your name deleted from our direct marketing lists.

We obtain consent by:

- Written permission via mail, email, fax or in office.
- Verbal permission with a dated notation in the customer's file, along with the initials of the staff who recorded the information.
- Third party consent, as long as the third party is well known to Voyages Groupe Ideal and /or is in a reasonable position to give such consent.

Exception to General Rule

Voyages Groupe Ideal Travel may, however, disclose information in the following circumstances:

- to our lawyer;
- to a police force ,if required by law or a person and all other persons authorized by a law or collective agreement;
- to a government agency which can oblige us to do so;
- in emergency situations in which the life, health or safety of a customer is in danger;
- to an authorized contractor(supplier) providing service to you;
- to another person for the development ,enhancement, marketing or provision of any of our products and services on our behalf that we believe may be of interest to you;
- to an agent retained by us to do with the collection of your account and/or credit grantors;

4 OBTAIN CONSENT

We only collect the information that we need in order to deliver services and information to you. We do not use techniques to collect Personal Information about you without your knowledge. We do not collect Personal Information indiscriminately.

5 LIMIT USE, DISCLOSURE AND RETENTION

Voyages Groupe Ideal Travel will not use or disclose your Personal Information for any purposes other than those for which it was collected, except with your consent or as required by law. Voyages Groupe Ideal Travel will keep your records as long as necessary for fulfillment of those purposes and/or as required by law. Voyages Groupe Ideal Travel has procedures in place with respect to destroying, deleting or disposing of personal information when it is no longer required for the purposes set out in this policy or by law.

Third-Party Disclosure:

We also consider consent to be an expression of permission to transmit your names, addresses and telephone numbers to trusted third-party suppliers in order to process your purchase. Our Voyages Groupe Ideal Travel partners and/or suppliers are required to have a policy in place that complies with the requirements of applicable federal or provincial privacy legislation in Canada and the Canadian Standards Association Model Code for the Protection of Personal Information. Except as set out in this policy, or as required by law, Voyages Groupe Ideal Travel does not sell or disclose any of your personal information to any other organization and Voyages Groupe Ideal Travel will not transmit personal information to third parties without first obtaining your consent to do so.

6 ACCURACY

We will keep Personal Information we collect as accurate, complete up-to-date as possible to fulfill the purposes for which it was collected. Changes to your personal information will be verified with you.

7 USE APPROPRIATE SAFEGUARDS

Voyages Groupe Ideal Travel will protect the Personal Information we collect with security safeguards appropriate to the sensitivity of the information. However, no data transmission over the Internet can be guaranteed to be 100% secure. We cannot ensure the security of the information you transmit to us over the Internet. Our employee's responsibilities: Our employees are responsible for maintaining the confidentiality of all Personal Information to which they have access to. Our employees are kept informed of our policies and procedures pertaining to the safeguarding of collected information. Where necessary, our employees are required to sign agreements to keep your personal information confidential. Our safeguards protect personal information against loss or theft, regardless of the format in which it is held.

Where do we keep your personal information?

We have organizational controls that limit access on a "need to know" basis and confidentiality agreements. Personal Information at Voyages Groupe Ideal Travel is kept: In database, on the computer; secured by technological tools as passwords, encryptions and firewalls. Paper records are kept in locked file cabinets

8 OPENNESS

Voyages Groupe Ideal Travel will make our policies and practices relating to the management of your Personal Information readily available to you.

9 ACCESS

At your request in writing, we will inform you of the existence, use and disclosure of your Personal Information as well as give you access to the information. You have the right to challenge the accuracy and completeness of your information, to amend it as necessary or ask for deletion.

You can send your request to the following address:

Lisa Stotland

Treasurer

Voyages Groupe Ideal Privacy Officer

5415, Paré Street, suite 1

Montreal, QC Canada H4P 1P7

Or fax us at **514-342-7799**

Or e-mail us at **info@groupeideal.ca**

We will respond to your request in 30 days of receiving your request. Voyages Groupe Ideal Travel can refuse access to a file in certain circumstances. Examples are if the Personal Information:

- Has already been destroyed due to legal requirements
- Is subject to solicitor-client or litigation privilege
- Cannot be disclosed for legal reasons

There are no costs or charges associated with the correction of information or deletion. We may charge you a service fee to retrieve your file from archives.

10 HANDLING CUSTOMER COMPLAINTS AND QUESTIONS

You may contact our Privacy Officer with any questions, complaints or suggestions with respect to the above principles.

Lisa Stotland

Treasurer

Voyages Groupe Ideal Privacy Officer

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Updating this policy

Any changes to our privacy policy and information handling practices shall be acknowledged in this policy in a timely manner. We may modify this policy when we feel it is necessary.

We appreciate and value your patronage. At Voyages Groupe Ideal, privacy is not a privilege, it's a right.

Client Consent to Maintain and Use Personal Information

On January 1, 2004, the Government of Canada fully implemented the Personal Information Protection and Electronic Documents Act (PIPEDA). Accordingly, in order to be in compliance with the Act, Voyages Groupe Ideal is required to obtain consent from its customers in order to use personal information which we may already have on file or in our data systems. The personal information which we maintain and use is solely for the purposes of servicing the travel arrangements which you request that we undertake.

This information is stored, secured, disclosed, and handled in strict accordance with PIPEDA and Voyages Groupe Ideal's compliant Privacy Policy. Our complete policy is posted in our offices, and available anytime for your review and consideration. If you wish a copy sent to you via e-mail, please let us know. We would also be happy to forward our policy by postal mail as well.

CONSENT

Accordingly, I duly authorize Voyages Groupe Ideal to continue to maintain and use my personal information which Voyages Groupe Ideal may already have access to and to use same in strict accordance with the Privacy Policy stated by Voyages Groupe Ideal.

Name: _____ **Date:** _____ **Signature:** _____