

Fenergic is committed to protecting the privacy and confidentiality of the personal information you provide or that are collect by Fenergic, when you visit our website or when you conduct business with us.

The purpose of this Privacy Policy (hereinafter the “Policy”) is to inform you about the personal information we collect and how that information is used, disclosed and safeguarded by us.

The Policy is designed to comply with applicable privacy legislation.

## **1. Categories of Personal Information for Our Customers and Suppliers;**

In this Policy, by “personal information” we mean all information relating to a natural or legal person, such as a company, and which makes it possible to identify that person, directly or indirectly, which may include, but is not limited to:

- Your surname, first name, postal address, e-mail address and telephone number;
- Your financial and billing information, such as a billing address, bank account information or payment details;
- Information relating to your contract, such as details of the products and, where applicable, services we have provided to you;
- Information provided to us by or on behalf of our customers, which we use in the course of providing our services where required;
- Identification and other background check data, such as credit and solvency investigation.
- Information relating to marketing and your communication preferences;
- Cookie data from your browser, linked to your use of our website or portals, including your IP address, user ID, language of correspondence, date and time of visits and pages viewed. For more information on this subject, [please consult our policy on cookies](#); any other personal information about you or third parties that you communicate to us.

We do not knowingly collect information from children or others under the age of 14.

If you are a minor under the age of 14, please do not provide us with any personal information without the express consent of a parent or guardian. If you are a parent or guardian and you are aware that your children have provided us with personal information, please contact us.





## 5. Retention

We will retain your personal information for as long as it is necessary for the purposes for which it was collected, subject to legislative retention of certain types of information.

## 6. Consent

We ensure that you understand the purposes for which we collect your personal information. Your consent may be express, implied or representative. By using our website or submitting information to us, you consent to this Policy and to the collection, use and disclosure of your personal information in accordance with this Policy. Except where otherwise provided by law, you may withdraw your consent to the disclosure or use of the information collected at any time. Your consent may affect the services that may be available to you on our website or portals.

## 7. Security Measures

We follow generally accepted practices to protect and maintain the security of your personal information. We maintain physical, organizational and technical safeguards to protect your information against accidental or intentional loss, unauthorized access, misuse or other unauthorized disclosure. We take reasonable steps to ensure that only authorized persons who need to know, or whose duties require them to know, personal information. However, some of your personal information is disclosed to our service providers.

Despite the measures described above, the Internet and email are not completely secure. We do not guarantee the absolute security of your information. If you believe that your information has been compromised, please contact our Privacy Officer immediately using the contact information provided below.

## 8. Links to Third-party Websites

For your convenience, our websites may provide links to other third-party websites. We have no control over the privacy or confidentiality practices of these third-party websites. We are not responsible for the personal information you submit through these third-party websites in question. It is therefore your responsibility to read the privacy policies of these third-party websites regarding the protection of your personal information.

## 9. Rights with Respect to your Personal Information

In certain circumstances and in accordance with applicable law, you have the following rights with respect to your personal information:

### **Access :**

You may be informed of the existence, use and disclosure of your personal information, and you may have access to this information at any reasonable time.

### **Rectification :**

You have the right to have the personal information that is incorrect, incomplete, outdated or otherwise inaccurate amended and updated if it is necessary.

### **Withdrawal of consent :**

You have the right to withdraw your consent to the collection, use or disclosure of your personal information at any time, subject to the requirements of applicable law.

### **De-indexing :**

You have the right to ask us to stop disseminating your personal information through any link attached to your name that provides information that contravenes the law or a court order.

You are entitled to file a request for access to your personal information, subject to the conditions set out in the applicable law.

## 10. Contact Us

If you have any questions, concerns or want additional information, or if you wish to exercise your Privacy Officer by e-mail at [law25@fenergic.com](mailto:law25@fenergic.com) or by

**Fenergic Inc.**  
**Attention: Privacy Officer**  
**7 Thibault Street**  
**Warwick, Qc J0A 1M0**

Please provide sufficient detail in any correspondence you wish to access or correct, if applicable. Please note that we may ask you to verify your identity.

## 11. Updates

We reserve the right to modify this Policy at any time. Any changes to the Policy will be posted on our website. By continuing to use our website, you acknowledge that you have read and understand the Policy and any changes made to the Policy. We encourage you to review this Policy regularly to ensure your personal information is protected. The date at the bottom of the Policy indicates when it was last updated.

**Last updated: January 23, 2025**