

Confidentiality Policy

[Back to Website](#)

Effective: September 22, 2023.

We collect your personal information as a user of the website and any other technological tools (hereinafter called "tools") operated by Ville de Laval. This Confidentiality Policy describes how we process your information. It also contains information about your rights with regard to your personal information and how you can exercise these rights. The processing of your personal information is governed by the [Act respecting access to documents held by public bodies and the Protection of personal information](#).

What personal information is collected and why?

When you contact us or use one of our online tools, we collect only the personal information that is necessary for processing your request. Where applicable, we will indicate whether a request for personal information is mandatory or optional, and the consequences of your choice to provide or withhold any of this information. Some information is mandatory in order to respond to you (for example, on certain forms) or to provide you with a service. Measures that allow you to refuse such collection or to request that it cease, and the consequences that may result, will be indicated.

Reasons for collection of information It enables you to:	Personal information (summary, non-exhaustive list, subject to change as required)
Contact us with regard to a request or to make a comment, in particular by using our contact forms or through social networks.	<ul style="list-style-type: none">• First name• Last name• Email address• Telephone number• Information shared about your project
Receive alerts and/or one or more of Ville de Laval's newsletters.	<ul style="list-style-type: none">• First name• Last name

Service du greffe et Service des communications et du marketing

18-08-2023 | Mise à jour : 12-09-2023

<p>See the Data Confidentiality Notice for bulk (mass) email, to obtain more information.</p>	<ul style="list-style-type: none"> • Email address • Your preferences • Consent
<p>Enter contests.</p>	<ul style="list-style-type: none"> • First name • Last name • Email address • Telephone number
<p>Apply for employment online in response to a job offer or for other career opportunities.</p>	<ul style="list-style-type: none"> • First name • Last name • Email address • Telephone number • The position for which you are applying • Your reasons for applying • Certain mandatory files to complete your application, including a cover letter, your résumé (CV), a copy of your diploma(s) if requested, etc.
<p>Attend an event that we are organizing and in which you would like to take part.</p>	<ul style="list-style-type: none"> • First name • Last name • Email address
<p>Receive a requested service.</p>	<ul style="list-style-type: none"> • First name • Last name • Email address • Telephone number • Mailing (postal) address • Lot (cadastre) number of property • Information on your building • Information shared with regard to the service requested

Make a payment online.

- First name
- Last name
- Credit card number
- Expiry date
- Verification code

Automatic collection of personal information

Cookies

During your visit, your browser exchanges data with our server. We use cookies to store certain information about your device in order to facilitate your navigation on our website as well as on our other digital platforms. A cookie is a small file stored on the device of the user of a website and its main purpose is to record information about the user and the operations carried out on the website in question. Cookies do not enable Ville de Laval to identify you.

You may disable the use of these cookies at any time, using your browser options. However, this may prevent you from using certain online services or functionalities. Under no circumstances is this information used to identify individuals or their browsing habits outside Ville de Laval's website and other digital platforms.

Reasons for the collection	Information collected (summary, non-exhaustive list, subject to change as required)
<p>Usage statistics for marketing purposes</p> <p>We use behavioural tracking tools that enable us to follow the activity of visitors to our website and to other digital platforms. These tools make it possible for us to offer you targeted advertising based on your areas of interest and/or the content consulted. All this is done through the use of marketing cookies, provided that you have consented to the collection of your personal information through the interactivity between you and our website.</p>	<ul style="list-style-type: none">• Navigation preferences• Websites consulted <p>To do this, we need your consent to use these tracking tools. When we use them on pages of our website and other digital platforms, a notice offers you the choice of whether or not to consent to their use.</p> <p>If you agree to the use of these tracking tools, certain elements of your visit to our website and our other digital platforms are matched with your profile with that third party. The use of these tracking tools does not enable Ville de Laval to identify you.</p>

<p>We don't have access to data that would specifically allow us to identify you through targeted advertising. Cookies and advertising services are managed by third-party platforms.</p>	
<p>Usage statistics for optimization purposes</p> <p>We use various measurement tools to obtain data on traffic on our website as well as on our other digital platforms. They enable us to track your browsing behaviour (pages visited, time spent on a page, etc.) and to better understand your interests so that we can improve your future experience on our website or on our other digital platforms.</p>	<ul style="list-style-type: none"> • The IP address of your device • The type of browser you are using • Your operating system • The pages you visit • The time spent on the pages you visit • The type of action carried out on the pages visited (for example, scrolling down the page, clicking on a link, downloading a document, etc.) • The date and time of your visit • The country and city where you are located at the time of your visit <p>This information is anonymized before being recorded and processed by measurement tools. As a result, we don't share your personal information with that service provider.</p>
<p>To manage our website and ensure its security during your browsing</p>	<ul style="list-style-type: none"> • IP address • Daily files
<p>To obtain statistics and analyze the performance of our email communications in order to improve the content according to your interests.</p> <p>For more information, see the Data Confidentiality Notice for bulk (mass) emails.</p>	<ul style="list-style-type: none"> • IP address • Indication of whether or not email has been opened • Links clicked • Number of times email was opened • Geographical area (country) • Operating system • Date and time of last action

To whom is your personal information disclosed?

The personal information we collect on our website or through technological tools is confidential and only authorized staff members or a provider authorized by contract with Ville de Laval have access to it for the purposes of carrying out their responsibilities or their contract.

We will not disclose your personal information to third parties without your consent, unless authorized by law.

How long do we keep your personal information?

We keep your personal information only as long as necessary for the purposes for which it was collected, subject to our retention schedule adopted under the [Archives Act](#).

All individuals are encouraged to update their personal information to ensure that we have their accurate, complete and up-to-date information at the time of use.

Who is in charge of ensuring the security of Ville de Laval's network?

A team in the Service de l'innovation et des technologies is in charge of the integrity and security of our website. No data is therefore communicated to an external service provider.

For security and prevention purposes, data collected during your interactions with Ville de Laval is also sent to backup servers in Ontario.

Who can be contacted for more information?

You have questions or comments about the protection of personal information?

Contact the Service du greffe:

- By telephone: 450-662-3950
- By email: vieprivee@laval.ca

Service du greffe et Service des communications et du marketing

18-08-2023 | Mise à jour : 12-09-2023

You would like to access or correct your personal information?

To access or rectify your personal information, you may submit a request by email to the following person in charge of access to documents and protection of personal information.

M^e Mélanie Gauthier

Deputy Director and Deputy Clerk and Responsible for Access to Documents and Personal Information Protection - Service du greffe.

acces.greffe@laval.ca

If you have any complaints about Ville de Laval's processing of personal information, please refer to our [Privacy page](#).