

Personal Data Protection Policy

Last updated: September 27, 2026

Doussou inc., doing business as **Doussou Formation** (NEQ 1171608145), attaches great importance to protecting the personal information it collects. This policy explains, in plain language, what information we collect, why, how we protect it, with whom we may share it and what your rights are. It applies to the doussou-formation.com website, our forms, our communications and our training activities.

It is written in accordance with Quebec's *Act respecting the protection of personal information in the private sector* (as amended by Law 25) and, where applicable, Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA). In case of discrepancy, the French version prevails.

1. Person in charge of the protection of personal information

The person in charge of the protection of personal information at Doussou Formation is:

Mamadou Dembélé, President

Doussou Formation – 1155 Metcalfe Street, Suite 1500, Montréal, Quebec H3B 2V6

Email: info@doussou-formation.com (subject: "Personal information")

Phone: [+1 438 402-2459](tel:+14384022459)

Please contact this person with any question, access request or complaint regarding your personal information.

2. Information we collect

2.1 Information you provide

- **Contact, quote and registration forms:** first name, last name, email, phone, organization, job title, type of organization, address (for quotes and invoicing), course and session requested, number of participants, message and preferences (format, language, schedule).
- **Participant information:** when you register other people (for example your employees), each participant's name and email. You confirm that you are authorized to share this information with us and to inform these people of this policy.
- **Online payment:** credit card payments are processed by PayPal. **We never receive or store credit card numbers.** PayPal sends us the payment confirmation (name, email, amount, transaction number).

- **Newsletter:** your email, if you tick the box provided for this purpose.
- **Job applications:** the information in your résumé and email, if you apply as a trainer.
- **Training:** attendance, end-of-course evaluations and, where applicable, exercise or exam results required to issue a certificate.

2.2 Information collected automatically

When you browse the site, some technical information is collected: IP address, browser and device type, pages viewed, date and time of the visit, referring page. Some of it is collected through cookies, described in section 8. **Analytics and advertising cookies are only activated with your consent.**

3. Why we use your information

- To respond to your requests and send you a quote.
- To process registrations, organize courses and communicate with participants (virtual classroom links, practical information).
- To process payments, issue invoices and receipts, and meet our accounting and tax obligations.
- To issue training certificates and, for employers who ask, confirm their employees' attendance.
- To improve our courses and our website (evaluations, traffic statistics).
- To send you our newsletter and offers, **only if you have consented**. Every email includes an unsubscribe link.
- To measure the effectiveness of our advertising campaigns and pay our affiliate partners (see section 8).
- To keep the site secure and prevent fraud.

We only use your information for the purposes stated at the time of collection, or for compatible purposes, unless you consent or the law allows it.

4. Consent

We collect your information with your consent, which is requested clearly and for specific purposes. Consent to receive our newsletter and consent to non-essential cookies are separate and optional: refusing them does not prevent you from using the site or registering for a course.

You may withdraw your consent at any time by writing to us, using the unsubscribe link in our emails or the "Manage cookies" link at the bottom of every page of the site. Withdrawal does not affect processing already carried out or processing the law requires us to continue (for example, keeping invoices).

5. Sharing with third parties

We do not sell or rent your personal information. We may share it, only to the extent necessary, with:

- **Our trainers**, for the list of participants in the session they lead. They are bound by confidentiality.
- **Your employer or the organization paying for the course**, when it made the registration: registration confirmation, attendance and certificate.
- **Our service providers**, acting on our behalf and under our instructions, contractually bound to confidentiality and security obligations:
 - website hosting (including the database where your requests are stored): OVHcloud, data centres in France;
 - email: OVHcloud (France);
 - payment: PayPal;
 - virtual classrooms: Microsoft Teams and Zoom, depending on the session;
 - certification exams: the relevant certification body (e.g. PeopleCert for ITIL®), only if you register for an exam;
 - website chat assistant (English version): Chatbase, which processes the messages you type in it;
 - analytics and advertising: Google (Analytics, Ads), LinkedIn, Awin and Advert, according to your cookie choices (section 8).
- **Our professional advisers** (accountant, legal counsel), bound by professional secrecy.
- **Authorities**, when the law requires or permits it.

6. Information stored or processed outside Quebec

Our website and our email are hosted by OVHcloud in France. The information you enter in our forms (requests, quotes, registrations) and the emails you send us are therefore stored in the European Union, where they are protected by the General Data Protection Regulation (GDPR). Other providers (notably PayPal, Google, LinkedIn and Awin, as well as Microsoft and Zoom for virtual classrooms) may store or process information elsewhere, including in the United States. Before communicating information outside Quebec, we carry out a privacy impact assessment (sensitivity of the information, purpose, protection measures, applicable legal framework) and ensure, by contract, that the information will receive adequate protection. Information processed abroad may be subject to the laws of those countries.

7. Retention and destruction

- **Requests and quotes** with no follow-up: up to 3 years after the last exchange.
- **Client and participant records** (registrations, certificates): for the duration of the business relationship, then 7 years.

- **Invoices and accounting records:** 6 years after the end of the fiscal year, as required by tax laws.
- **Newsletter:** until you unsubscribe.
- **Unsuccessful job applications:** 2 years, unless you ask otherwise.
- **Cookies:** according to the periods in section 8; your consent choice is kept for 6 months.

At the end of these periods, information is securely destroyed or anonymized so that it can be used for statistical purposes without identifying you.

8. Cookies and tracking technologies

A cookie is a small file placed on your device by the website. On your first visit, a banner lets you accept, decline or customize non-essential cookies. **By default, these cookies are disabled;** you can change your choices at any time with the “Manage cookies” link at the bottom of every page, or in your browser settings.

Category	Purpose	Providers	Activation
Necessary	Shopping cart, forms, security, remembering your language and cookie choice.	Doussou Formation, PayPal (at checkout)	Always active
Statistics	Measuring traffic and understanding how the site is used in order to improve it.	Google Analytics	With your consent
Advertising and affiliation	Measuring the effectiveness of our ads and attributing sales to our affiliate partners.	Google Ads, LinkedIn, Awin, Advert	With your consent

When you decline statistics or advertising cookies, Google may receive cookieless technical signals (without an advertising identifier) in order to produce aggregated, anonymous statistics (“consent mode”).

Affiliate links. If you reach our site by clicking an affiliate partner’s link (Awin, Advert), the identifier of that link is kept by our server for no more than 30 days, solely to associate a possible purchase with that partner and pay its commission. If you make a purchase, the order number and amount (without your contact details) are sent to the affiliate network concerned.

We do not use any technology to locate you, and no decision concerning you is made exclusively by automated means.

9. Security

We take reasonable security measures appropriate to the sensitivity of the information: encrypted connection (HTTPS) across the whole site, access to

information limited to people who need it for their duties, strong passwords and enhanced authentication for site administration, backups, security updates, and confidentiality commitments from our employees, trainers and providers. PDF quotes are only accessible through a unique, hard-to-guess link and are not indexed by search engines.

10. Confidentiality incidents

In the event of a confidentiality incident (unauthorized access, use or communication, or loss of information), we promptly take measures to reduce its consequences. If the incident presents a risk of serious injury, we notify the Commission d'accès à l'information du Québec and the people concerned. All incidents are recorded in our register.

11. Your rights

Subject to the exceptions provided by law, you may:

- **access** the personal information we hold about you and obtain a copy;
- have it **corrected** if it is inaccurate, incomplete or ambiguous;
- request its **deletion** when it is no longer necessary or was collected in a manner not compliant with the law;
- **withdraw your consent** to its use or communication;
- request that we **stop disseminating** it or de-index a link associated with your name, under the conditions provided by law;
- obtain the information you provided to us in a **structured, commonly used technological format** (portability);
- be informed of the information used to make a decision about you, where applicable.

To exercise these rights, write to the person in charge (section 1). We may ask you to confirm your identity. We respond in writing within **30 days** of receiving the request. Processing a request is free of charge; reasonable fees may be charged for transcribing, reproducing or transmitting information, and you will be informed in advance.

12. Complaints

If you believe your information has not been handled in accordance with the law, please first write to our person in charge (section 1): we will handle your complaint diligently and respond in writing. If you are not satisfied with the response, you may contact the **Commission d'accès à l'information du Québec** (www.cai.gouv.qc.ca) or, where applicable, the Office of the Privacy Commissioner of Canada (www.priv.gc.ca).

13. Minors

Our courses are intended for professionals and organizations. We do not knowingly collect personal information about people under 14 years of age.

14. Third-party websites

Our site may contain links to other websites (partners, certification bodies, social networks). We are not responsible for their practices; please consult their privacy policies.

15. Changes to this policy

We may amend this policy to reflect changes in our activities or in the law. The date of the last update appears at the top of the page. In the event of a significant change, we will indicate it on the site.