

WEBSITE & CLIENT PRIVACY POLICY

Last updated: September 24, 2026

Canada Metal Processing Group (the “**Company**”) and its affiliates (together, the “**Group**”) value your privacy and are committed to protecting your personal information.

When you provide us with personal information via our websites or in the course of our business after you’ve been informed of this policy, we assume that you agree that we will handle your information as described in this policy.

1. What is the scope of this policy?

This policy is about you. It describes how we collect, use, disclose and protect your personal information when you provide it to us on our websites or in the course of our business. This policy also contains information about how you can exercise your rights, for example, to access or correct your information.

The policy applies to the websites of Group entities, as well as to all the websites we operate, unless a separate policy is published for a given site. Sites covered by this policy include:

- <https://infasco.com/>
- <https://infasconut.com/>
- <https://sivaco.com/>
- <https://www.ivacorm.com/>
- <https://mpgcanada.com/>

Our websites may contain links to other websites or resources operated by third parties, for example when you click on links relating to our social networking accounts. These sites and resources are governed by the policies of these third parties, and the Company assumes no responsibility for them.

2. What is “personal information”?



“Personal information” means any information about an individual that directly or indirectly identifies that individual, such as a name, social insurance number, online tracking identifier such as an IP address, or one or more specific identifying characteristics (such as a photograph, driver's licence or language preference).

3. How do we collect your personal information?

We collect your personal information:

- when you fill out a contact form or subscribe to our newsletter;
- when you apply for a job, for example via the “career” section of one of our sites, or when submitting an unsolicited application;
- when you provide it by telephone, email or via social media;
- by any other technological or other means, including video surveillance at one of our sites; and
- automatically when you browse our websites, for example through the use of cookies or other tracking tools.

4. What personal information do we collect and why?

We will only collect, use and disclose your personal information in accordance with applicable privacy laws. For example, we will only use your personal information for the purposes for which we have obtained your consent, or for other purposes that may be required or permitted by law.

To learn more about the categories of personal information we collect and the purposes for which we collect it, please read on.

Personal information we collect	Why do we collect it?
When you browse our websites	
- Information provided through our forms (e.g. contact form, etc.) - Application information, including full name and contact details, email address and resume information and any other documents uploaded - Browsing habits, preferences, number of visits and pages viewed	- To respond to your request - To review your application  For more information, see our Privacy Policy (candidates, employees and directors). - To analyze traffic on our websites and compile statistics, using tracking tools such as cookies.
We use <i>cookies</i> in the ways and for the purposes described in the cookie banner on each of our sites. To consult your choices or modify them, please refer to the banner of each site.	
In the course of our activities	
- Full name - Business contact details - Company - Content of our exchanges - Video surveillance recordings on our premises	- To follow up on your contact or request - To communicate with you as part of our business relationship (e.g. billing, orders, etc.) - To send you promotional items (e.g. calendars) - To send you our newsletter  If you no longer wish to receive our newsletter or promotional items, please contact our privacy officer at: privacy@mpg.heicocompanies.com - For security reasons, to monitor our premises and external common areas (e.g. parking)
- Full name and business details - Company - Preferred language of communication - Satisfaction survey results	To send customer satisfaction surveys and analyze results



The above personal information is not exhaustive and is meant to clarify how we use the information you provided.

5. To whom do we share your personal information?

We may share your personal information with other organizations, such as our service providers, for the purposes identified in the section **What personal information do we collect and why?**

In such cases, we will endeavour to protect the personal information disclosed through written agreements and undertakings, requiring such third parties to adopt good privacy practices and measures consistent with our expectations and applicable laws with respect to your personal information.

Category of third parties	What they do for us
Service providers (as well as their own suppliers)	We use service providers to act on our behalf. In particular, we do business with suppliers for the following purposes: • Creation, development and publication of our websites via WordPress • Analyzing and producing statistics on your use of our websites (e.g. we use Google Analytics) • Providing us with a marketing platform to create and manage email campaigns • Providing us with software to manage our day-to-day operations, such as ERP to automate our business processes, and CRM to manage our customer data • Providing us with digital marketing solutions • Video surveillance camera management • Managing our IT resources (e.g. identity and inventory management, IT service and incident response, etc.). Where necessary, or as otherwise required by applicable law, we may disclose your personal information to our financial, legal or other advisors.
Affiliated companies	We may share your personal information with affiliated companies to provide you with personalized, high-quality service. We also share personal information between affiliated companies because of our corporate structure and the centralized services that may be offered by one entity to the others, such as IT services, the privacy officer's office and marketing. The sharing of personal information between affiliated companies is subject to an inter-company agreement.
Courts, police forces and other public bodies	We may disclose your personal information where required or permitted by law, regulation, court order, subpoena, valid demand

or search warrant, or in response to an investigation or other lawful request.

6. How long do we keep your personal information?



We will retain your personal information only as long as necessary to fulfill the purposes identified in this policy, unless the law or an exceptional situation requires us to keep it longer. This could be the case, for example, in the event of litigation.

7. Where do we keep your personal information?



We currently store the personal information collected on our websites and in the course of our distribution and sales activities on our servers or those of our suppliers, mainly located in the United States and Canada. However, your personal information may be held and used in any other country in which our suppliers are located. We may disclose personal information in countries other than your country or province of residence, and other governments may have access to it under applicable laws.

If we disclose personal information outside Quebec, we will ensure that your information has a level of protection equivalent to that in Quebec, for example through contractual measures.

8. How do we protect your personal information?

Security measures



We implement reasonable procedures and security measures to ensure the protection of your personal information, whether it is stored on our servers or with one of our service providers.

For example, we have policies and practices in place to ensure that only authorized individuals can access your personal information. We have also prepared and implemented a personal information incident response plan.

Warning



However, no security measure is absolute or fully guaranteed. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe that the security or accuracy of information you have provided to us has been compromised), please contact us immediately at the address listed in the **How to reach us** section.

9. What rights do you have regarding your personal information?

Depending on where you live, you may have rights in relation to your personal information:



Right of access, rectification and deletion

You may request access to and copies of the personal information we hold about you.

If any of your personal information is inaccurate, incomplete or misleading, or if its collection, communication or retention is not authorized by law, you may request that it be corrected.

If information is out of date or obsolete, or if the law so requires, you may ask us to delete it.



Right to withdraw consent

You may withdraw your consent to our use or disclosure of your personal information.

In most cases, withdrawing your consent means that we will no longer be able to respond to your request or provide you with the products or services you have requested. Otherwise, we will inform you of the consequences of your request in our response.

To learn more about your rights under Quebec law, [click here](#).

To exercise your rights, please send a written request to our Privacy Officer at the contact information provided in the **How to contact us** section. We may ask you to provide proof of identity before addressing your request.

10. How to contact us

You may address any request, question, complaint or comment concerning this policy to the following contact information:

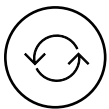


Privacy Officer

privacy@mpg.heicocompanies.com

2000 de l'Éclipse Street, Suite 900
Brossard, Quebec J4Z 0S2
Canada

11. Will this policy be updated?



This policy is effective as of the update date at the top of this page.

We reserve the right to change this policy from time to time, but we will notify you of any material changes. Significant changes will take effect as soon as the updated policy is posted on our websites.