1. Commitment

The protection of your privacy is a priority for the Montreal Museum of Fine Arts (hereinafter “Museum”) and the Montreal Museum of Fine Arts Foundation (hereinafter “Foundation”).

This policy aims to inform you of the safeguards put in place to protect personal information that you provide to either or both of these organizations, online or by any other means, in accordance with the privacy protection laws and regulations that apply to both the Museum and Foundation.

The Museum and Foundation are both subject to the Act respecting the protection of personal information in the private sector, L.Q., 1993, c. P-39.1.

2. General principles

As part of their activities, and with your consent, the Museum and Foundation can collect the personal information you provide in order to use it for the purposes described below. This policy details the ways in which the Museum and Foundation:

- collect personal information;
- use this information;
- communicate this information to third parties when necessary, with your consent.

All Museum and Foundation employees are required to apply this policy and its resulting practices with regard to the management of personal information.

The Museum and Foundation are two distinct legal entities. They do, however, share common resources and objectives. Personal information provided to either the Museum or the Foundation will therefore be shared between both organizations when necessary, for the purposes set out in this policy, except in the case of an explicit refusal on your part.

3. Definition of personal information

Personal information is defined as “any information which relates to a natural person and allows that person to be identified.”
4. Consent

You must provide explicit consent for the communication and use of your personal information. This consent shall be valid for the purposes mentioned in this policy, as well as for specific purposes indicated at the time of consent, if applicable. The consent shall be valid for the time required to meet the objectives specified at the time of consent, or the objectives set out in Section 7 of this policy. You may withdraw your consent at any time, as indicated in Section 12 of this policy.

5. Personal information collected

With your consent, the Museum and Foundation are entitled to collect the following personal information:

- Identifying information (first and last names, phone numbers, mailing and email addresses);
- Date of birth and sex;
- Credit card, bank draft or cheque information;
- Date of registration as a Museum member and membership renewal date (on file at the Museum);
- Record of donations to the Foundation (on file at the Foundation).

6. Collection of personal information

The Museum and Foundation collect personal information when you use the Museum’s services and voluntarily provide this information. For example, when you:

- participate in an event or activity;
- use services on site or online;
- send a question or comment by all means of communication;
- sign up to receive electronic communications such as the newsletter;
- make a purchase;
- become a member or renew your subscription;
- make a donation.

The collection of personal information is limited to the information required for the purposes stipulated in this policy.

When we collect your information, you will have an opportunity to indicate that you do not wish this information to be stored for future use by the Museum or Foundation.

7. Use of personal information

The personal information you provide will be exclusively used for the following purposes:

- To identify you and authenticate your identity in the computer system of the Museum or Foundation in order to facilitate transactions;
- To allow the Museum or Foundation to provide services adapted to your needs;
• To periodically communicate with you in writing, on the phone or by electronic means so as to keep you informed of Museum and Foundation activities;
• To allow the Museum or Foundation to keep statistics on their visitors, members and patrons;
• To allow the Museum or Foundation to process your donations and prepare tax receipts, in accordance with tax laws;
• To allow the Foundation to conduct any necessary follow-up in the case of one-time donations;
• To allow the Museum or Foundation to inform donors of how their donations are being used;
• To allow the Museum or Foundation to recognize donors’ contributions through various communication vehicles, notably the annual report, M magazine, the donors’ honour roll, etc.
• To allow the Museum to conduct any necessary follow-up when you renew your subscription.

8. Use, storage and disclosure

a) Use of personal information

Your personal information will only be used for the purposes for which it was collected, as specified in Section 7 of this policy. To this end, we will store your information in a confidential manner for as long as necessary.

The Museum and Foundation will take the appropriate material, organizational and technological security measures to ensure the protection of your personal information at all times. In addition, the Museum and Foundation will ensure that employees have limited access to personal information, according to the levels specified in Section 9.

b) Storage of personal information

Your file will be stored in a digital format on the Museum or Foundation’s server.

c) Disclosure of personal information

The Museum and Foundation may disclose your personal information to third parties in the following cases:

• To authorized employees, mandataries or agents of the Museum or Foundation, or to parties who, under a work or service contract, are assisting the Museum or Foundation in their activities only for the purposes authorized by law;
• Unless you explicitly do not want this information to be communicated, the Museum or Foundation may forward your identifying information (first and last names, phone numbers, mailing and email addresses) for commercial or philanthropic prospection in connection with the purposes specified in Section 7 of this policy;
• In all cases where, under the Act respecting the protection of personal information in the private sector, the communication of personal information is possible without prior authorization.

The Museum and Foundation will take all reasonable steps to ensure that third parties respect the rules and commitments of this policy.
9. Employee access

The Museum and Foundation have taken measures to ensure optimal protection of your personal information. To this end, they have put in place three security levels:

- Top level: Staff category with access to all personal information;
- High level: Staff category with access to some personal information;
- Low level: Staff category with access to minimal personal information.

10. Cookies and web analytics

Some pages on the Museum and Foundation website require cookies to help users browse the site more rapidly and offer them content likely to be of interest. No personal information is stored in these cookies. The use of cookies is a common practice and several popular browsers are configured to allow them. However, you can configure your browser to refuse or disable cookies. In this case, you will no longer be able to access certain features on our website.

Browsing data can be shared with authorized third parties with whom the Museum and Foundation are collaborating, such as partners. This data contains no personal information. The Museum and Foundation will take all reasonable steps to ensure that authorized third parties take the necessary measures to protect the confidentiality of your data. Authorized third parties include web analytics services such as Google Analytics.

The Museum and Foundation website can include links to other sites. The information you provide on these sites is not subject to this privacy policy.

11. Accuracy

The Museum and Foundation will take all reasonable steps to ensure the accuracy of personal information at the time it is used or communicated.

We thank you for helping us to ensure the accuracy of your personal information by advising us of any errors or changes:

Mailing address
Montreal Museum of Fine Arts
Administration Division
2181 Bishop Street
Montreal, Quebec H3G 2E8
Email: musee@mbamtl.org
Phone: 514-285-1600
12. **Right to access and correct information, and withdraw consent**

   a) **Right to access your personal information:**

   The Museum and Foundation allow you to access your personal information, subject to the conditions and exemptions provided by law. On request, the Museum or Foundation will inform you of the personal information they have on file and how it is used, including disclosure to third parties. They will also allow you to consult this information. You may request a copy of your file for a reasonable fee.

   b) **Right to correct or delete personal information:**

   You may correct the personal information collected by the Museum or Foundation if this information is inaccurate, incomplete or outdated, or if it was collected in an unjustified manner, according to the objectives described in Section 7 of this policy.

   You may also delete any confidential information collected in a manner not in accordance with the law.

   c) **Right to withdraw consent:**

   Any request to access, correct or delete personal information must be made in writing and accompanied by a proof of identity. We ask you to send a detailed request to the following address:

   **Mailing address**
   Montreal Museum of Fine Arts
   Administration Division
   2181 Bishop Street
   Montreal, Quebec H3G 2E8
   Email: musee@mbamtl.org
   Phone: 514-285-1600

   On receiving your request, the Museum or Foundation will reply within a maximum of thirty (30) days.

13. **Complaints**

    Any request or complaint regarding the implementation of this policy must be sent to us in writing:

    **Mailing address**
    Montreal Museum of Fine Arts
    Administration Division
    2181 Bishop Street
    Montreal, Quebec H3G 2E8
    Email: musee@mbamtl.org
    Phone: 514-285-1600
14. Declaration

Once you have read and accepted this Policy on the Protection of Personal Information, you declare that you understand your right to refuse that the Museum or Foundation collect your confidential information. You also confirm that:

- You accept that the Museum or Foundation will collect your confidential information in order to meet the objectives described in Section 7 of this policy;
- You accept that the Museum and Foundation will share the confidential information collected in order to meet the shared objectives described in Section 7 of this policy;
- You accept that your personal information (first and last names, phone numbers, mailing and email addresses) will be forwarded to third parties, partners of the Museum and Foundation, for the purposes of commercial or philanthropic prospection in connection with the objectives set out in Section 7 of this policy, and that in accepting this policy, you had a valid opportunity to refuse that your personal information be used by third parties for the purposes mentioned above;
- You understand that you may withdraw your consent at any time.