



Your data is protected

Subject: Secure online payment and protection of your personal data

Dear customers,

Omnitour is proud to offer its customers a premier transactional portal, facilitating the registration and secure payment of their trips.

The payment method chosen by Omnitour is pre-authorized debit (PAD). In addition to being safe and efficient, this payment method allows us to offer you the best prices with the lowest bank fees. Pre-authorized debit payments are strictly regulated and supervised by [Payments Canada](#).

We would like to bring to your attention that our transactional portal is certified secure by Vumetric. Their cybersecurity assessment services and intrusion tests are based on the most recognized methodologies in the industry. All precautions have been taken to ensure the security and confidentiality of your personal data, in particular to prevent their loss, alteration, destruction or access by unauthorized third parties.

Finally, our certification process ensures that only those people who are essential to processing your payments have access to your personal data, i.e. those authorized to handle your file and our banking institution via Technicost. These parties are required to process your information exclusively for this purpose, in accordance with our security and data protection instructions, which remain a priority at Omnitour. All of your data will be kept only for the duration of the contract that unites us, then permanently deleted.

Omnitour Internal Privacy and Security Policy

At Omnitour, protecting your personal data is a priority. This policy explains how we collect, use and protect your information when you use our transactional portal.

What data do we collect?

When you register on our portal and make a payment, we collect the following information:

- **Identification data** : First and last name, postal address, email address, telephone number.
- **Bank details** : Account number, institutional code, bank name. This information is required to process your pre-authorized debit payments.

How do we use your data?

We use your personal data to:

- **Process your payments** : Your banking data is used exclusively to make your payments securely via pre-authorized debit.
- **Contact you** : Your identification data may be used to send you important information regarding your trip (booking confirmation, reminders, updates, etc.).

Your rights

You have the following rights regarding your personal data::

- **Right of access** : You can request a copy of the data we hold about you.
- **Right of rectification** : You may request correction of any inaccurate or incomplete information.
- **Right to deletion** : You can request deletion of your personal data in certain circumstances.
- **Right to object** : You can object to the processing of your personal data.

To exercise your rights, please contact us at confidentialite@omnitour.ca.

Data Security

We take all necessary precautions to ensure the security of your personal data, including:

- **Security Certification:** Our transactional portal is certified secure by Vumetric.
- **Secure pre-authorized debit:** The payment method used is regulated by Payments Canada.
- **Data encryption:** Your banking data is encrypted during transmission and storage.
- **Restricted access:** Only authorized persons have access to your personal data, namely the persons in charge of your file and our banking institution via Technicost.
- **Secure servers:** Our servers are hosted on the secure platforms of Google Cloud and Microsoft Azure, which offer robust infrastructures and advanced security measures.
- **Cybersecurity insurance:** Omnitour has cybersecurity insurance that covers the risks associated with cyberattacks (data theft, ransomware, etc.), including incident management and data recovery.

Security Measures

Omnitour has implemented physical, organizational and technological security measures to protect your personal information.

Data Retention

In accordance with Law 25, we only retain your information for the period necessary for the purposes for which it was collected or to meet legal obligations. Once this data has become useless, it is permanently deleted.

Data transfer

Your data is only shared with our banking institution and Technicost in order to process your payments. We do not transfer your information to any other third party.

Cookies

Our transactional portal uses cookies to improve your user experience. Cookies are small text files stored on your device (computer, tablet, smartphone) when you visit a website. They are used to collect and memorize certain information to optimize your navigation.

Most browsers allow you to manage cookies: you can accept them, reject them, or configure your browser to be alerted when cookies are used. You can also delete cookies stored on your device at any time.

Étienne Morissette

Privacy Officer

Email : confidentialite@omnitour.ca

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Please accept, dear customer, our distinguished greetings.



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