



Privacy policy

CONFIDENTIALITY STATEMENT

Cascades Tissue Group, a division of Cascades Canada ULC (“Cascades” or “the Corporation”)

Cascades deems it important to protect your personal information. This statement outlines the practices regarding the collection and use of personal information on this site.

By accessing and using the site, you on your own behalf consent to this confidentiality statement. More specifically, by accessing and using the site, you expressly consent to the collection and use of the information you provide for the purposes mentioned below, in addition to the purposes for which you have expressly consented.

PLEASE READ OUR CONFIDENTIALITY STATEMENT CAREFULLY BEFORE USING THE SITE OR DISCLOSING YOUR PERSONAL INFORMATION TO US.

Cascades reserves the right to change this confidentiality statement without further notice if it deems it appropriate. However, any change to this statement will be carried out in compliance with Canadian legislation on personal information protection and posted on this page.

EXTERNAL LINKS

This site may contain links to other Web sites, which do not belong to Cascades or which are not under its control. This confidentiality statement does not apply to the practices of third parties regarding the collection and use of personal information, and Cascades cannot be held liable for the practices, policies or actions of these third parties with regard to the protection of personal information. Therefore, we recommend that you carefully read the statement on protection of personal information found on these specific sites in order to determine whether you wish to use these sites after being informed of their practices regarding the protection of personal information.

COLLECTION AND USE OF YOUR PERSONAL INFORMATION

Collection. Personal information is information that can be used to personally identify you. The personal information may include your name, your e-mail address or your mailing address.

Please note that we may compile personal information we collect through our site with personal information we collect through other methods, online or otherwise, including but not limited to contests. The goal is to improve and customize our offer to our consumers.

When you browse our site, we also automatically receive your computer's Internet Protocol (IP) address, which allows us to obtain further details about the browser and operating system you are using.

If you wish to receive one of our commercial publications and our communications (including our newsletters and personalized promotional coupons), you must provide your consent and complete the appropriate form, on which you must enter your contact information and preferences. You may cancel a subscription at any time and ask us to stop using your personal information by following the instructions in said publications.

The site is not intended for individuals under the age of 13, and we do not knowingly collect personal information from them.

Please note that, subject to this disclosure, only the data you agree to voluntarily provide to us are collected on our site.

Use. Cascades shall not disclose, sell or lease to a third party without your permission any information provided to this site unless required by law or this use is expressly provided for herein.

Cascades may use your personal information for the following purposes:

- To send you emails and newsletters
- To send you personalized promotional offers or gifts
- To send you surveys, contests or administer draws
- To improve our service offer and your customer experience, in particular by customizing it
- To develop marketing campaigns
- To respond to any requests for information, complaints and other types of requests made to our customer service team
- To improve the site's security
- In the event of a merger or acquisition of all or part of Cascades
- To comply with any applicable legislation and manage our commercial activities

Disclosure. Whenever we have to disclose personal information about you, we will do

our utmost to refrain from disclosing more information than is required under the circumstances.

In order to provide you with our services and products, you agree that we may disclose your personal information to entities affiliated with Cascades or to our service providers who require access to your information for the purposes set out herein. In such cases, your personal information remains under our control. Otherwise, if we need to provide access to your personal information, this is solely done (a) if we have obtained your consent; or (b) under a legal authorization or obligation, including if we believe in good faith that such disclosure is necessary in order to prevent imminent harm or to report suspected illegal activity.

We may also share your anonymized information with third-party partners.

In addition, if you send a request via e-mail from this site, the personal information in this request shall only be made available to employees of Cascades or of its subsidiaries, who require it in order to respond to your request.

Retention. Any personal information that may have been collected by Cascades will only be kept for the period of time it takes to achieve the purposes for which it is intended. Your personal information will be destroyed once the purposes for which it was collected are exhausted, or otherwise, for the time provided for by applicable legislation.

SECURITY AND PROTECTION OF PERSONAL DATA

Security. The personal information we collect is kept in a secure environment. We are committed to maintaining a secure online environment by integrating technological tools that meet industry standards for security and by periodically revalidating the security of our systems. Our workers are required to respect the confidentiality of your information and the governance rules that we have adopted in this regard. We are committed to doing business with third-party service providers, whose security and confidentiality practices meet high standards for the protection of personal information, and to revalidating these standards from time to time.

Storage. Cascades contracts with a third-party provider for the storage of all information collected, including personal information. Your personal information is kept and stored on our behalf in, Québec, Canada. All data is stored on servers with advanced encryption and protected against non-compliant use and access by unauthorized persons.

Limitation clause. However, as no mechanism offers perfect security, there is always some risk involved when using the Internet to send personal information or content.

Notice in the event of a security incident. In the event of a breach of confidentiality or security, Cascades will take the necessary legal measures, and will send any notice to this effect when required.

USE OF COOKIES

In certain cases, we receive information that cannot be used to specifically identify you, such as the type of Internet browser you use, the type of operating system you use, the Internet domain name and/or Internet service provider you use to access this site and other login data, such as the date and time of your visit, your browsing preferences and habits, and your interactions with the site. We can use this data to improve the site content, these data can also be used to show you relevant advertisements and help us determine which features or services are more important to our users.

This type of data is collected by means of a standard technology known as “cookies”. Cookies are small data files that are downloaded to your computer when you visit a specific Web site. By assigning a unique data ID to each visitor, the Web site can recognize regular users of the site and monitor their use to better serve them the next time they visit. You can choose to not download cookies by deactivating the cookie function in your browser. If you block or delete cookies, some functions or preferences may no longer be available. It is also possible that not all of the tracking functions described herein will be interrupted.

We use different types of Google Analytics performance cookies (_ga) which collect information about how you browse the site. These allow us to know the performance of our content, to better understand your interests and to improve the functionality of our site.

We also use the Facebook targeting pixel (_fb) which collects information on your consumption habits and thus allow us to offer you targeted advertisements on Facebook according to your interests.

GENERAL PROVISIONS

Personal information protection impact analysis. When required, Cascades will conduct a personal information protection impact analysis before rolling out new technologies that are highly likely to infringe upon your rights and freedoms, including your right to privacy.

Automated individual decision making. We recognize that you have the right to know whether your personal information is being processed by an automated decision-making system. Upon request, Cascades will provide you with information to this effect. Unless

required or permitted by law, you have the right to refuse that a decision based exclusively on an automated system be made with respect to you, when that decision has legal consequences for you.

Applicable legislation and jurisdiction. This confidentiality statement is intended to comply with Canadian legislation on personal information protection.

Subject to any law or application of public order jurisdiction, this confidentiality statement is governed exclusively by the laws of the province of Québec and the federal laws applicable therein.

COMMUNICATIONS, RIGHT OF ACCESS, RECTIFICATION, OPPOSITION AND DELETION

We are committed to recognizing the right of access (including the right to data portability) and rectification for persons wishing to consult, modify, receive, or even delete information concerning them. We are also committed to offering you the right to object and delete your personal information. Upon such a request, we will take the necessary steps to modify or delete your information within a reasonable time. Please note, however, that some information may remain in archived/backed up copies for our records or as otherwise required by law.

To exercise your rights, or to communicate with us concerning any requests, questions or comments relating to this confidentiality statement or Cascades' practices for the protection of personal information, please contact our privacy officer at the following address:

webmestre@cascades.com

TERM OF USE

Legal notice and terms of use Cascades Tissue Group, a Cascades Canada ULC division. ("Cascades")

PLEASE READ CAREFULLY THE FOLLOWING TERMS AND CONDITIONS BEFORE USING THIS SITE:

1. Overview The use of this site means that you agree to the terms and conditions of this agreement ("Agreement"), as well as any future changes thereto. This site is administered by Cascades Tissue Group, a Cascades Canada ULC division and includes links to Web sites of its subsidiaries and divisions.

2. Copyright and Trademarks Cascades is the owner of the material appearing on the Cascades Web site, and retains the related copyrights. Unless otherwise indicated, no one is authorized to copy or republish, in any form whatsoever, any information found on the Cascades Web site. No material from this site or any other Web site belonging to Cascades, or run, licensed or managed by Cascades can be copied, reproduced, republished, downloaded, posted, transmitted or distributed through any means, with the exception of downloading a single copy of the material on a single computer for personal non-commercial purposes, subject to the preservation of any copyright or any other notice of exclusivity.

The name Cascades, the paper roll graphic and design of Cascades are all trademarks and/or service marks. No license related to a trademark or service mark shall be granted with regard to any material found on the Cascades Web site.

3. Disclaimer Cascades, its subsidiaries, divisions, administrators, directors, employees or representatives provide the site and information "as is and in the place where they are available", and Cascades disclaims all other warranties, declarations or provisions, including warranties as to product quality, operation, non-violation, usefulness, exhaustiveness, accuracy, currentness, reliability and soundness of the information for a particular purpose. As well, Cascades cannot guarantee that the site shall be available, that it will meet your needs, that access shall never be interrupted, that there will be no delays, no breakdowns, no errors, no omission or no losses during the transmission of information, that no virus or no contaminated or destructive entity shall be transmitted or that no damage could occur to your computer system. You alone are responsible for ensuring the protection and adequate back-up of data for your equipment and for taking reasonable and appropriate precautions for searching for computer viruses and other destructive entities. Certain jurisdictions do not allow the exclusion of implied warranties; therefore, the foregoing disclaimer may not apply to you.

Information appearing on this Web site could contain technical inaccuracies and typographical errors. Changes may be regularly made to the information without prior notice.

4. Limitation of Liability

Cascades makes no declaration of any kind whatsoever about any other Web site that you can access via this Web site. When you access a Web site that does not belong to Cascades, please note that this site is independent and that Cascades has no control over the content of this site. Moreover, the existence of a link with a Web site that does not belong to Cascades does not mean that Cascades recognizes or accepts any liability whatsoever as to the contents or use of said Web site.

CASCADES SHALL NOT, WITH REGARD TO THIS WEB SITE OR ANY OTHER RELATED SITE, UNDER ANY CIRCUMSTANCES, BE LIABLE TO ANY PARTY OR FOR ANY DAMAGE OR PREJUDICE DUE TO (INCLUDING, BUT NOT LIMITED TO) A REFUSAL TO ACT, AN ERROR, AN OMISSION, NOR FOR A SPECIFIC DAMAGE OR OTHER RESULTING DAMAGE, WHETHER DIRECT OR INDIRECT, (INCLUDING, BUT NOT LIMITED TO), LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF SOFTWARE OR DATA CONTAINED IN YOUR INFORMATION MANAGEMENT SYSTEM OR STORED OTHERWISE, EVEN IF WE HAVE BEEN EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

5. E-Mail

To date, there is no fully secure method of transmission available on the Web, and therefore there is no guarantee that information sent by this method will be secure. Cascades shall not be held liable for any damage resulting from the transmission of confidential or personal data.

6. Use of the Information

If people who visit this Web site send us information, including comments, such as questions, comments, suggestions or other similar comments on the content of this Web site, this information will be considered non-confidential and Cascades will have no obligation whatsoever regarding this type of information. It will be free to reproduce, use, disclose and distribute this information to third parties without restriction. Moreover, Cascades shall be free to use all concepts, ideas, knowledge or techniques contained herein for any purpose whatsoever, including the development, production and marketing of products and services.

7. General Terms and Conditions

This agreement shall be governed and interpreted in accordance with the laws of the Province of Quebec without giving effect to any principle related to conflict of laws. Should any provision in this agreement be contrary to the law, null and void, and non-binding for any reason whatsoever, said provision shall be deemed separable from this agreement and shall have no impact on the validity or the binding nature of other provisions.

8. Copyright Notice

This document is copyright protected. All rights that are not expressly granted in this notice are reserved rights.