Directive on the Collection of Personal Information Through Technological Means

1. About this Directive

The present directive stems notably from the Western Quebec School Board's obligation under section 63.4 of the *Act respecting Access to documents held by public bodies and the Protection of Personal Information* to publish on its website such guidelines in clear and simple terms when it collects personal information by technological means.

This directive is part of the other privacy frameworks applicable to the WQSB and applies to all personal information collected by technological means by WQSB (including its schools and centres).

If the technological means refers to a website or technological means of another organization, the privacy directive of that site or other technological means applies.

2. Cookies and Information collected on WQSB websites

When the user visits a WQSB website, some technical information is exchanged automatically between the user's device and our server. This information does not identify the visitor personally. The information collected may include:

- the domain name of the Internet provider;
- IP address (the number or number automatically assigned to the visitor's computer by the Internet Service Provider for the purpose of Internet browsing);
- browser type (Edge, Google, Firefox, etc.);
- the operating system the visitor is using (Windows, MAC OS, etc.);
- the date and time the visitor accesses the site;
- the pages viewed and the duration of those views;
- the address of the originating site if the visitor accesses our site from another site;
- device type and model (e.g., iPhone 11);
- the screen resolution of the device;
- the region or municipality, as determined by IP address.

Certain cookies are stored on the user's device to allow the website to function properly, remember preferences, or collect website usage statistics.

We use this information to operate and protect our websites, understand how they are used and improve our services. The WQSB does not use the information to create lists or profiles of individual website visitors for unrelated purposes.

The user will be prompted to accept cookies rather than refuse them, in compliance with Law 25.

Users may manage or delete cookies through their browser settings

Only staff members who need this information for their work may access it. This may include authorized staff in Information Technology, Communications, schools, centres and administrative departments.

3. Personal Information Voluntarily Provided by the User

The user may choose to give the WQSB personal information through an online form, email, survey, application, portal, or other digital services. We collect only the information needed to respond to the request, provide the service, or carry out another purpose explained when the information is collected.

The information may include, in addition to other information, the name, contact information, relationships to the WQSB, student or employee information, supporting documents, and the details of the request. Only the school, centre or department responsible for the request, and staff who support the service may access it.

Regular email is not completely secure. Please do not send highly sensitive information—such as passwords, social insurance numbers, complete banking details or detailed medical records—by ordinary email unless the WQSB has specifically asked you to do so through a secure and approved process.

4. Portals and Mobile Applications

The WQSB uses portals and applications to support students, parents and guardians, employees, and schools. These may include Mozaïk-Portail, Clic école and other approved educational or administrative services.

Depending on the service, these tools may collect and store personal information, such as contact information, student information, Individualized Education Plans, attendance, schedules, results, assignments, messages, notifications, preferences and technical logs. The information is used to provide services, support learning, manage schools, and communicate with users.

Access is limited to the authorized staff members who need the information for their duties.

Some services are provided by outside organizations. The name of the service and the information they collect will be identified in its privacy policy or notice, or the notice provided when the information is collected.

5. Measures Taken to Ensure Confidentiality and Security of User Information

The WQSB is committed to protecting the personal information entrusted to it, in accordance with its obligations and in compliance with the “Directive relative aux règles encadrant la gouvernance du Centre de services scolaire/Commission scolaire (écoles, centers, services) à l'égard des renseignements personnels”. Personal information is kept for as long as necessary to carry out school board activities and in accordance with applicable legislative provisions.

To this end, the WQSB implements security measures to ensure the confidentiality of the personal information it collects, such as computer software or strict procedures for accessing this information, as well as control and verification measures, including:

- Secure Sockets Layer (SSL) Encryption
- Access Management – Authorized Person
- Access Management – Data Subject
- Network Monitoring Software

- Database Backups
- Firewalls

The WQSB also has strict confidentiality incident procedures designed to limit the consequences of such an incident and ensure that personal information is destroyed in a secure manner to maintain confidentiality.

6. Rights of Access and Correction

Any user may ask to see their personal information that WQSB holds in accordance with the provisions of the *Act respecting Access to documents held by public bodies and the Protection of personal information*.

They may also request the correction of personal information concerning them when it is inaccurate, incomplete or ambiguous, or when the collection, communication, or retention of such personal information is not authorized by law.

This request must be made in writing to the person responsible for access to information and protection of personal information:

Berthine Jean Glouzon, Secretary General
15 rue Katimavik, Gatineau (QC), J9J 0E9
819-684-2336
1-800-363-9111
Online: https://westernquebec.ca/contact-a-member-of-senior-administration/ — select "Office of the Secretary General"

7. Complaint Process

The person responsible for access to documents and the protection of personal information is also responsible for ensuring compliance with the present guidelines.

To share comments or submit a complaint about non-compliance with this directive please contact, in writing:

Berthine Jean Glouzon, Secretary General
15 rue Katimavik, Gatineau (QC), J9J 0E9
819-684-2336
1-800-363-9111
Online: https://westernquebec.ca/contact-a-member-of-senior-administration/ — select "Office of the Secretary General"

8. Changes to this Directive

It is the responsibility of all users to read, understand and comply with this Directive, which will be posted on the WQSB website, along with Policies, Directives and By-Laws.

The WQSB may modify this Directive at any time and will undertake to inform users of changes.

9. Coming into Effect

This Directive was reviewed and approved by the WQSB Committee for the Protection of Personal Information and came into effect on October 16, 2026.

Sources

https://www.cai.gouv.qc.ca/politique-de-confidentialite/

https://www.legisquebec.gouv.qc.ca/fr/contenu/confid/

https://www.donneesquebec.ca/politique-de-confidentialite/#:~:text=Aucune%20information%20permettant%20de%20conna%C3%AEtre,'agit%20d'un%20identifiant.

https://cssc.gouv.qc.ca/politique-de-confidentialite/

https://www.cai.gouv.qc.ca/citoyens/acces-et-protection-de-vos-renseignements-personnels/rectifier-vos-renseignements-personnels/

https://montreal.ca/sujets/politique-de-confidentialite