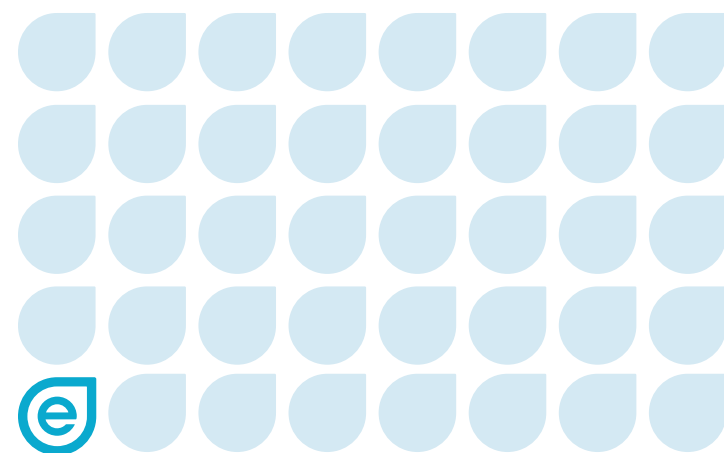




For more information, visit educaloi.qc.ca/en and consult the “Rights and Freedoms” section to discover our articles on the protection of personal information:

- **Personal Information: Know Your Rights**
- **The Protection of Your Personal Information**

You can also visit the website of the Commission d'accès à l'information du Québec: cai.gouv.qc.ca/english

To order print documents, visit the Order Éducaloi's Products section of our website.



Éducaloi is a Quebec non-profit whose mission is to make the law accessible, easy to understand and easy to use in everyday life.

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PERSONAL INFORMATION

What Are Your Rights?



Is your inbox flooded with junk mail?

Your personal information may have been shared or used without your consent.

You have rights! Your personal information is part of your private life and is confidential. You choose who can have access to your personal information and to what extent.

What's personal information?

Your name, phone number, gender – all this information is personal information! As soon as information makes it possible to identify you, either directly or indirectly, it's personal information.

Your consent is essential

When a person or organization wants to use your personal information, they need your consent. This consent must be **clear and unmistakable** to accurately reflect your wishes.

It must also be **informed**. This means that you must know what you're consenting to. Therefore, organizations must give you certain information in clear and simple terms, such as:

- Why they want to collect your information.
A new consent is required if the organization wants to use the same information for other reasons.
- How your information will be collected.
For example, if they're collecting information about your browsing habits using cookies.
- If your information will be shared with other organizations.

What if I refuse?

An organization can't force you to consent to sharing your information. But it may refuse to serve you if it needs this information. For example, if you apply for a position working with vulnerable people, the organization must check your criminal record. You can refuse to let the organization do so, but it may then refuse your application.



After the collection

You still have rights over your personal information after consenting to its collection.

In general, you can contact the organization to:

- **withdraw** your consent at any time.
For example, if you shared your email to receive a newsletter, but no longer want to receive it.
- **correct** certain information, as needed.
- **delete** certain information if there's no longer any reason to keep it.
For example, if you stop your volunteer work with a local organization.
- **access** your information.
For example, if you forgot which email you used to sign up for the grocery store's points program.

How can you exercise your rights?

To exercise any of your rights, you must contact **the person responsible for the protection of personal information** (privacy officer) at the organization.

You can generally find their contact information on the organization's website.

The privacy officer will have between 20 and 30 days to respond to your request, depending on the situation.



If they don't respond within the deadline, or if you're not satisfied with their response, you can contact the Commission d'accès à l'information du Québec (CAI).

Confidentiality incidents

A confidentiality incident can happen in various situations. For example:

- your information is used or shared without permission,
- an organization loses your information.

If the organization determines that the incident is serious, it must inform you. It must also take the necessary steps to limit the consequences and prevent future incidents.

If you're not satisfied with how the organization handled the incident, you can contact the CAI.