

# Privacy Policy

Effective Date: [21-01-2026]

Last updated: [2026-01-21]

## 1. General information

### 1.1 Introduction

**Purpose of this Policy.** This privacy policy (the "**Policy**") describes the practices of Abbatiello Group Inc., which represents the related entities Pizza Salvatoré, L'Oeufrier, Jack le Coq, Crèmerie Chez Mamie and Topla! (hereinafter collectively the "**Group**", individually the "**Members**" of the Group) in relation to the collection, use, disclosure, retention and destruction of information ("**Process**" or "**Processing**") that directly or indirectly identifies a natural person ("**Personal Information**").

**Application of the Policy.** The Policy applies to users and visitors ("**you**", " your") of <https://salvatore.com/fr/>, <https://jacklecoq.com/>, <https://topla.com/fr/>, <https://www.cremeriechezmamie.com/fr/> and <https://www.loeufrier.ca/> (hereinafter collectively the "**Website**") »). This Policy does not apply to Personal Information of Group employees.

**Consent.** By using the Website, you agree that The Group may process your Personal Information in accordance with the terms and conditions described herein. If you do not agree to be bound by this Policy, please do not access or use the Website.

**Cookie banner.** It is also possible, at any time, to change your consent to the use of cookies through the Cookie Banner which you can open by clicking.

### 1.2 Privacy Officer

**Contact information for the Privacy Officer.** Any comments, questions or complaints regarding the Group's Privacy Policy and practices may be directed to the Group's Privacy Officer at the following contact information:

**Title:** Sophie Plante, Privacy officer

**Phone :** (581) 984-9969 -

**Email :** [privacy@groupeabbatiello.com](mailto:privacy@groupeabbatiello.com)

**Address :** 980 Bouvier Street, 2nd Floor, Quebec City, Quebec G2J 1A3

## 2. Processing of Personal Information

### 2.1 How Personal Information is Collected

**Means of collection.** The Group collects your Personal Information:

- **Automatically.** Personal Information of a technical nature will be communicated by the device you use to connect to the Website when you connect to the Website;
- **Electronic forms.** You may communicate Personal Information to The Group by communicating forms available on the Website;
- **Emails communicated.** The Group may be provided with Personal Information when sending emails;
- **Cookies.** By the cookies identified in the Cookie Banner; and
- **Third parties.** By third parties who collect your Personal Information on behalf of the Group, including third parties listed in the Cookie Banner.

**Profiling, Identification or Location.** The Website has functions that allow you to profile your activities on the Website, to identify you and to locate you. These functions are performed through certain cookies, when you consent to their use in the Cookie Banner.

## **2.2 The Categories of Personal Information Collected**

**Categories of Information Collected.** The Group collects various types of Personal Information in the course of its activities, including:

- **Your identifiers,** such as your first and last name;
- **Your contact information,** such as your address, email address, and phone number;
- **Demographic information,** such as your age or location;
- **Technical information** such as your IP address, the pages you viewed, the time and date of your visits, your domain name, the address of the referring site (if you are accessing the Website from another site), your device's operating system, and other hardware and software information;
- **Your Consent to a Use or Disclosure of Personal Information.** For example, if, through our Cookie Banner, you accept a cookie, your consent to that cookie will be communicated to The Group;
- **The information you choose to provide to The Group,** for example, when you fill out an online form, the information in the form will be shared with The Group.

## **2.3 How Personal Information is Used**

**Purposes of Personal Information.** The Group may use your Personal Information to:

- The purposes listed in the Cookie Banner;
- Offer its online ordering services, loyalty and rewards programs, sponsorships and gift cards;
- Operate, maintain, supervise, develop and improve the Website;
- To process requests regarding Personal Information;
- Manage job applications;

- To process and resolve complaints and dissatisfactions;
- Developing, improving and offering new services;
- To answer your questions and provide you with assistance as needed;
- To carry out research, analysis and statistics in connection with the use of the Website and the Group's services;
- Use the personal information to which the Group has access in order to increase the sales of its banners through marketing retargeting campaigns;
- Detect and prevent fraud, errors, spam, abuse, privacy incidents, and other harmful events; or
- For any other purpose imposed or permitted by applicable law.

## 2.4 Disclosures of Personal Information

The Group shares your information with third parties. Thus:

- Some **cookies** will collect Personal Information. The purposes of the uses and the third parties who are provided with the information are identified in the **Cookie Banner**. These include:
  - **Alphabet (Google)**, due to the use of Google Analytics, Google Tag Manager, Google Ad Services and Youtube cookies. The purposes of these cookies are listed in our Cookie Banner. These cookies may carry out profiling of your internet activities, targeted advertising, identification and location.

See [Google's Privacy Policy](#) and their [Advertising and Measurement Cookies table](#) for more information about Google's practices with respect to the handling of your Personal Information;
- The Group uses Google's services to store documents and manage emails. This means that Google may access your Personal Information. For more information, see the [Privacy Policy](#) and their [table of advertising and measurement cookies](#);

All categories of Personal Information identified in the **Section 2.2** may be communicated or maintained through the use of these services;

- The Group uses the services of a **website host**. All Personal Information transacted on the Website will be communicated to him/her;
- The Group uses the services of **Instagram, Facebook, TikTok and Youtube** to share content and to keep You informed of the latest news. For more information, please consult their privacy policy;
- The Group uses LinkedIn's services to share content, for recruitment purposes and to keep You informed of the latest news. For more information, see their privacy policy;
- The Group uses Monday's services to store our documents. For more information, please consult their privacy policy;

- The Group uses the **Metatracer** tool to facilitate the detection and management of your Personal Information, to promote its compliance with privacy laws. Metatracer only collects identifiers;
- All Class Members may provide each other with personal information that may relate to you for the purposes indicated in section 2.3;
- The Group uses the services of mass communication platforms or software by email or SMS, such as Mealsy and Raange, to communicate with its customers. For more information, please consult their privacy policies.

**Outside Quebec.** As part of these communications, personal information may be disclosed **outside of Québec.**

## **2.5 How Long We Keep Personal Information**

**Retention period.** Subject to applicable laws, The Group retains your Personal Information only for as long as necessary to fulfill the purposes for which the information was collected.

**Additional Information.** For more information on the periods for which your Personal Information is retained, please contact the Privacy Officer using the contact information provided in the **Section 1.2.**

## **3. Rights**

**Rights of data subjects.** Subject to the limitations set out by law, you may exercise the rights set out below by communicating in writing to the Privacy Officer at the contact information provided in the **Section 1.2.** In accordance with the law, The Group may and, in some cases, must request to verify your identity before responding to any of these requests:

- **Right of access.** You have a right to access your Personal Information. As such, you have the right, among other things:
  - To be informed of the Personal Information that The Group holds about you;
  - To receive computerized Personal Information in the form of a written and intelligible transcript;
  - To receive communication of Personal Information and to receive a copy of it; and
  - To view your Personal Information free of charge.
- **Right to rectification.** You have a right to correct your Personal Information. As such, you have the right, among other things, to:
  - Request to rectify, amend, or update inaccurate, incomplete, or ambiguous Personal Information;
  - Request to delete, rectify, amend or update any Personal Information the collection, disclosure or retention of which was not authorized by law;

- Request to delete, rectify, amend or update any outdated or unwarranted Personal Information; and
- Request written comments to be added to your Personal Information or, if applicable, to your file.
- **Possibility of withdrawing consent.** You may, to the extent permitted by law and your contractual obligations, withdraw your consent to uses or disclosures of Personal Information.
- **Right to lodge a complaint.** You have the right to file a complaint with the Privacy Officer;
- **Questions.** You may also contact the Privacy Officer if you have any questions about this Policy.

#### **4. Security measures**

The Group has put in place measures to adequately protect the confidentiality and security of your Personal Information, including:

- **Administrative measures.** The adoption of a series of measures, policies and procedures that include:
  - Govern the access, communication, retention, de-identification, including destruction or anonymization of Personal Information;
  - Impose contractual obligations on certain third parties to promote the security of Personal Information disclosed to them;
  - Determine the roles and responsibilities of employees during the life cycle of Personal Information;
  - Establish procedures for responding to and responding to confidentiality incidents;
  - Govern the process for requests and complaints relating to the protection and handling of Personal Information.
- **Technical measures.** On the technical side, the Group:
  - Uses Secure Sockets Layer (SSL) technology;
  - Provides access limitations preventing employees from accessing Personal Information that is not necessary for the performance of their duties;
  - Uses backup systems;
  - Uses network monitoring software; and
  - Uses a firewall system.

Despite the measures described above, The Group cannot guarantee the absolute security of Personal Information.

## **5. Changes to this Privacy Policy**

**Impact of the change.** The Group reserves the right to modify this Policy at any time in accordance with applicable legislation. If you continue to use the Website after the new version of the Website comes into effect, then your use of the Website will be governed by that new version of the Policy.

## **6. Links to third-party websites**

**No Liability for Third-Party Sites.** The Website may include references or links to websites or services provided and operated by third parties. These third-party websites and services are governed by privacy policies that are entirely separate and independent from ours. The Group therefore assumes no responsibility for the content and activities of these sites. This Policy applies only to this Website.

## **7. Applicable Laws**

**Laws of Quebec and Canada.** The laws of Canada and Quebec, excluding its conflict of law rules, will govern this document and your use of the Website. Your use of the Website may also be subject to other local, provincial, national or international laws.