

Privacy Policy — GestiCom

This Privacy Policy aims to outline how Cybertech organizes the collection, use, sharing, and protection of the personal information of GestiCom users.

What data is used by GestiCom

We may collect and process the following categories of data:

- Phoneline data: name, professional email address, professional phone number, communication metadata (duration, time, etc.).
- Technical data of managed devices: IMEI, serial number, model, inventory information.
- Data from mobile phone providers: information needed to manage mobile phone bills, bills and real-time data.

Why do we collect data?

We process your data for the following purposes:

- To provide and maintain the GestiCom service to the companies that own the lines or telephones;
- Manage devices according to company policies and provide support to GestiCom users;
- Administer and monitor managed devices (inventory, diagnostics, fleet management);
- Comply with legal and regulatory obligations.

Data from mobile phone providers and data from managed devices (IMEI, Serial Number, etc.) are collected for telecom expense management and device management purposes only.

How long do we keep the data

We store your data for as long as necessary to achieve the purposes described above or as required by applicable legal obligations.

Data are deleted no later than 2 months after service termination for backup purposes.

For certain categories of data (for example, billing data), legal retention periods may apply and override the term indicated above.

Recipients and transfers

- Data can be accessed by Cybertech's internal teams (support, technical, billing) on a need-to-know basis.
- Although our data is currently managed internally, we may use subcontractors in the future (hosting, backup, cloud services, communication providers) who would then be bound by the same terms.
- The data is hosted on Microsoft Azure servers in Canada, in Quebec for the main software and in Ontario for the backups.

Security

We implement appropriate technical and organizational measures to protect data against destruction, loss, alteration, unauthorized access or disclosure. However, no method of transmission or storage is perfectly secure; in the event of an incident, we will follow the legal notification obligations.

Rights of individuals

In accordance with applicable laws, for devices and personal lines that do not belong to a company, you have the following rights over your data:

- Right of access;
- Right to rectification;
- Right to erasure (right to be forgotten) within the legal limits;
- Right to restriction of processing;
- Right to object;
- Right to data portability.

To exercise your rights, please contact us by email, providing your identity and a clear description of your request. We will respond within the legally required timeframes.

Cookies and similar technologies

Cybertech may use cookies and similar technologies to manage applications logins and improve the service but does not use them for any other purpose nor share them externally.

Policy Changes

We may update this policy from time to time. The effective date will be revised accordingly, and when changes are significant, users will be notified by email.

Additional information and contact

For any questions relating to data protection or to exercise your rights:

- By email: simon.georges@cit-direct.com / contact@cit-direct.com