

PRIVACY POLICY

MONTREAL MONTGOLFIERE

Last updated: May 13, 2026

At Montreal Montgolfiere, we place great importance on protecting your personal information. This Privacy Policy clearly explains how we collect, use, store, and protect your personal information in accordance with applicable laws in Quebec, including Law 25 and the requirements of the Commission d'accès à l'information du Québec.

By using our services, our website, or by making a reservation, you agree to the practices described in this policy.

1. Personal Information Collected

As part of our operations and reservations, we may collect the following information:

- Full name
- Mailing address
- Email address
- Telephone number
- Weight, medical history, lifestyle habits, medication use
- Payment information, including credit card numbers
- Identification documents related to your credit card
- Information required for booking a flight
- Communications exchanged with us

We only collect the information necessary to provide our services.

2. Methods of Collection

Personal information is collected when you:

- Make a reservation
- Purchase a ticket or gift certificate
- Complete a form on our website
- Contact our customer service department
- Make a payment
- Subscribe to our promotional communications

3. Use of Personal Information

Your personal information is used to:

- Process and manage your reservations
- Process payments
- Confirm or modify a flight
- Communicate with you regarding your reservation
- Provide customer service
- Verify your identity to prevent fraud
- Comply with legal and regulatory obligations
- Send promotional offers or information, when you consent to receive them

We never use your personal information for any other purpose without your consent, unless permitted or required by law.

4. Payments and Transaction Security

Payment information is processed securely through our payment service providers in compliance with applicable security standards.

Montreal Montgolfiere does not retain full credit card numbers unless necessary to complete a transaction or comply with a legal obligation.

Reasonable administrative, technical, and physical security measures are implemented to protect your information against:

- Unauthorized access
- Loss
- Theft
- Disclosure
- Modification

5. Sharing of Personal Information

We do not sell or rent your personal information.

Your information may only be shared:

- With our customer service center
- With the billing department
- With individuals responsible for providing our products and services
- With our payment service providers
- With our technology providers or booking platforms
- When required by law or a competent authority
- When necessary to ensure the delivery of our services

All our partners are required to protect your personal information confidentially.

6. Retention of Information

We retain your personal information only for as long as necessary for the purposes for which it was collected, or to comply with legal, tax, and regulatory obligations.

When the information is no longer required, it is securely destroyed or anonymized.

7. Cookies

Our website may use cookies in order to:

- Improve the user experience
- Analyze website usage
- Facilitate reservations

You may modify your browser settings to refuse certain cookies.

8. Your Rights

In accordance with applicable laws in Quebec, you have the following rights:

- Access your personal information
- Correct inaccurate information
- Withdraw your consent in certain situations
- Request deletion of information where permitted by law

- File a complaint regarding the protection of your personal information
- To exercise your rights, please contact us using the information provided below.

8.1 Measures Available to Refuse the Collection of Certain Personal Information and Possible Consequences

- Obtain information in person or by telephone rather than by email
- Refuse cookies and use the website without access to certain features

9. Person Responsible for the Protection of Personal Information

In accordance with Law 25, Montreal Montgolfiere has designated a person responsible for the protection of personal information.

For any questions, access requests, or complaints regarding this policy or your personal information, you may contact us:

Montreal Montgolfiere
Email: montrealmontgolfiere@gmail.com
Phone: 514-791-6659
Address: 73 rue du Château, Saint-Jean-sur-Richelieu, QC J2W 1V4

10. Changes to This Policy

We may modify this Privacy Policy at any time to reflect legislative, technological, or operational changes.

The most recent version will always be available on our website.

Consent

By using our services, making a reservation, or providing your personal information, you consent to the collection, use, and disclosure of your information in accordance with this Privacy Policy.