

PRIVACY — QUEBEC LAW 25

Privacy policy

What information we collect, how we protect it, and your rights

Our commitment

Remote Networks Technologies Inc. (RNT Telecom) complies with Law 25 — Quebec's Act to modernize legislative provisions respecting the protection of personal information. We collect the minimum information necessary, we never sell it, and we clearly inform you of your rights.

The information we collect

Our website only collects personal information when you choose to send it to us: your name, company name, email and phone number, entered in our quote forms, in the calculator or in the live chat. The calculator runs entirely in your browser: your selections are only sent to us if you click "Request a quote", through your own email software. As part of our services, we also collect the information required to deliver them: billing details, numbers to be ported and technical information.

How we use your information

Your information is used solely to answer your requests, prepare your quotes and deliver our telecommunications services. It is never sold, rented or shared with third parties for commercial purposes.

Live chat (tawk.to)

Our website offers a live chat tool provided by tawk.to inc. Its use is entirely voluntary. When you chat with us, the content of the conversation, the name and contact details you choose to provide, and certain technical data (IP address, pages visited, browser type) are processed by tawk.to on our behalf, on servers that may be located outside Quebec and Canada. This information is used solely to answer your questions and follow up on your request. tawk.to's privacy policy is available at tawk.to/privacy-policy.

Cookies and similar technologies

Our website uses no advertising cookies. Two types of data are stored in your browser: your consent choice, so we don't ask again on every visit, and functional cookies set by the tawk.to chat tool, required to maintain your conversation session. If an audience measurement tool were ever activated, your consent would be requested first.

Retention and security

The information you send us is kept only as long as necessary for the purposes described above, then securely destroyed. We apply reasonable security measures to protect it against unauthorized access.

Confidentiality incidents

In the event of a confidentiality incident presenting a risk of serious harm, we will notify you and Quebec's Commission d'accès à l'information, as required by law.

Your rights

At any time, you may: request access to the information we hold about you, request its correction or deletion, and withdraw your consent. To exercise these rights, write to us — we will respond within 30 days. If you are unsatisfied with our response, you may contact the Commission d'accès à l'information du Québec (cai.gouv.qc.ca).

Your consent on our website

On your first visit, a banner asks you to accept or decline the conditions regarding personal information. You can change your choice at any time using the "Manage my consent" link at the bottom of every page.

Personal Information Protection Officer

Benoit Sperano — Remote Networks Technologies Inc.

Email: info@rntcanada.com · Phone: 1 855-547-9393

Last updated: July 13, 2026.