

Privacy Policy

Protection of personal information — compliant with the Act respecting the protection of personal information in the private sector (Québec, Law 25) and PIPEDA (Canada).

This English text is provided for convenience. The French version prevails in the event of any discrepancy.

Business	Voyages DARE
OPC licence	no. 202612359052
NEQ	1181374399
Version	1.0
Effective date	May 5, 2026
Last updated	May 5, 2026

1. Preamble and commitment

Voyages DARE (“Voyages DARE,” “we,” “our” or “us”) is a travel agency holding licence no. 202612359052 issued by the Office de la protection du consommateur du Québec (OPC). We operate in Québec and place fundamental importance on protecting the privacy and personal information you entrust to us.

This policy explains how we collect, use, disclose, retain and protect your personal information when you visit our website, communicate with us, subscribe to our communications or use our services. It applies to anyone who interacts with Voyages DARE online or offline.

We comply with the *Act respecting the protection of personal information in the private sector* of Québec (as amended by Law 25), the *Personal Information Protection and Electronic Documents Act* (PIPEDA) of Canada, as well as Canada’s Anti-Spam Legislation (CASL) where applicable.

2. Person in charge of the protection of personal information

In accordance with section 3.1 of Law 25, Voyages DARE has designated a person in charge of the protection of personal information:

Name	Dominic Dubé
Position	Co-founder, Voyages DARE
Email	info@voyagesdare.ca
Mailing address	330 rue Boileau, Saint-Eustache (Québec) Canada J7R 4R4

Any question, request for access, rectification, withdrawal of consent or complaint relating to this policy may be sent to the person in charge by email or by mail.

3. Personal information we collect

We limit our collection to the information necessary for the purposes described in section 4. Depending on your interaction with us, we may collect:

3.1 Information provided voluntarily

- **Contact form / quote request:** last name, first name, email address, telephone number, message, dates and destinations under consideration, travel preferences.
- **Newsletter subscription:** email address and, optionally, first name and areas of interest.
- **Booking and payment:** full identity (legal name, date of birth), passport number, contact details, payment information (credit card or other method), billing address, special requirements (accessibility, diet, health relevant to the trip).
- **Communications:** the content of emails, calls and messages exchanged with our team.

3.2 Information collected automatically

- Cookies and similar technologies — see section 9.
- **Browsing data:** IP address, device type, browser, operating system, pages viewed, duration of visits, referral source.
- **Analytics tools:** Google Analytics and the Meta pixel (Facebook/Instagram) to measure audience and the performance of our campaigns.

Credit card payment information is processed by our PCI-DSS-compliant payment service provider; Voyages DARE does not store your full card number on its servers.

4. Purposes of collection and use

Your personal information is used only for the purposes for which it was collected, namely:

- Respond to your requests for information, quotes and bookings;
- Enter into and perform the travel services contract (booking of flights, accommodation, packages, transfers, activities);
- Carry out billing, payment processing and fraud prevention;
- Send you travel documents, reminders and service information;
- Send you, with your consent, commercial communications (newsletter, promotions, surveys) — you may unsubscribe at any time;
- Improve our website, our services and the user experience;
- Comply with our legal, regulatory and contractual obligations, in particular those arising from Québec's *Travel Agents Act*.

5. Basis for collection: your consent

We collect and use your personal information with your clearly expressed and free consent. Consent may be:

- **Express** when it concerns sensitive information or secondary uses (e.g., newsletter subscription, sharing with a foreign supplier);
- **Implied** when the use is manifestly necessary to provide the requested service (e.g., transmitting name and passport to an airline).

You may withdraw your consent at any time, subject to our legal and contractual obligations. Withdrawal may, however, prevent the provision of certain services.

6. Disclosure to third parties

Voyages DARE does not sell or rent your personal information. We may disclose it to the following categories of recipients, only to the extent necessary:

- **Travel service suppliers:** airlines, hoteliers, inbound operators (DMCs), travel insurers, activity providers, for the purposes of booking and carrying out the trip.
- **Technology providers:** web hosting, transactional email, payment system, newsletter platform, analytics tools. These providers are bound by contract and may only use your information for the intended purposes.
- **Public authorities:** when required by law (subpoena, court order, tax or customs obligations, or public safety).
- **Professional advisors:** lawyers, accountants, auditors, within the scope of their mandates.

7. Transfers outside Québec and outside Canada

Carrying out a trip often involves disclosing information to suppliers located outside Québec or Canada (e.g., airlines, hotels, local inbound operators). In accordance with section 17 of Law 25, we conduct a privacy impact assessment before any transfer and ensure that the information benefits from equivalent protection, in particular through contractual agreements.

You may at any time ask the person in charge of the protection of personal information for information about the countries to which your information may be transferred.

8. Retention and destruction

We retain your information only for the time necessary to fulfil the purposes for which it was collected and to comply with our legal obligations (in particular tax, accounting and those imposed by the OPC).

Category	Indicative retention period
Unconverted quote requests	24 months
Client files (booking completed)	7 years after the end of the trip (accounting/tax obligations)
Newsletter data	Until consent is withdrawn
Technical and analytics logs	13 months (Google Analytics, by default)

At the end of the applicable period, your personal information is securely destroyed or anonymized.

9. Cookies and tracking technologies

Our site uses cookies to ensure it works properly, remember your preferences and measure the performance of our content and campaigns.

- **Essential cookies:** necessary for the site to function (security, session, forms); cannot be disabled.
- **Analytics cookies (Google Analytics 4):** anonymized audience measurement; enabled only with your consent.
- **Marketing cookies (Meta Pixel, Google Ads):** advertising personalization; enabled only with your consent.

You may change your preferences at any time via the cookie banner or your browser settings. Disabling certain cookies may affect the quality of your experience.

10. Your rights

Subject to the exceptions provided by law, you have the following rights:

- **Right of access:** obtain confirmation that we hold information about you and receive a copy of it;
- **Right of rectification:** have inaccurate, incomplete or ambiguous information corrected;
- **Right to portability:** receive your computerized information in a structured, commonly used technological format;
- **Right to withdraw consent** and to cease dissemination;
- **Right to de-indexation** in the cases provided by law;
- **Right to file a complaint** with the person in charge of the protection of personal information and, where applicable, with the Commission d'accès à l'information du Québec.

To exercise a right, contact our person in charge (section 2). We will respond within 30 days, in accordance with Law 25.

11. Security measures

Voyages DARE implements reasonable physical, technical and administrative security measures to protect your information against loss, theft, unauthorized access, disclosure or destruction:

- Hosting on secure servers and TLS encryption of communications;
- Strengthened authentication and access control based on the need to know;
- Regular backups and a continuity plan;
- Staff training and confidentiality commitments;
- Contractual oversight of suppliers.

In the event of a confidentiality incident presenting a risk of serious harm, we will notify the persons concerned and the Commission d'accès à l'information du Québec, in accordance with our legal obligations.

12. Decisions based exclusively on automated processing

Voyages DARE does not make decisions having a legal effect on you based exclusively on automated processing of your personal information. Should this change, you would be informed at the time of collection and could submit your observations to a member of our team.

13. Minors

Our services are intended for adults. When a trip concerns a minor, the information about them is provided by the parent or legal guardian, who consents on their behalf. We will obtain express parental consent for any secondary processing.

14. Amendments to the policy

This policy may be updated to reflect changes in our practices or legal requirements. The date of the last update appears at the top of the document. Any significant change will be indicated on our website and, where relevant, by email.

15. Contact us

Voyages DARE	
Address	330 rue Boileau, Saint-Eustache (QC) Canada J7R 4R4
OPC licence	no. 202612359052
NEQ	1181374399
Email	info@voyagesdare.ca
Website	www.voyagesdare.com
Co-founders	Dominic Dubé and Bianca Adorante

If you believe your rights have not been respected after contacting our person in charge, you may file a complaint with the Commission d'accès à l'information du Québec (cai.gouv.qc.ca) or the Office of the Privacy Commissioner of Canada (priv.gc.ca).

This document constitutes the official privacy policy of Voyages DARE. It is available in French at all times on our website and, on request, in printed format.