

## **TERMS and CONDITIONS, PRIVACY and COOKIES POLICY**

Please read our QualiT Limousine and Private Chauffeur Service Terms and Conditions, Privacy and cookies Policy of use carefully. These Terms and Conditions use govern you access, use and booking orders at [www.qualitlimousine.com](http://www.qualitlimousine.com) and it's mobile site. By placing an order with QualiT Limousine, you agree to be unconditionally bound by these Terms and Conditions of use in the version valid at the time of ordering. Additionally, we maintain other Terms and Policies that supplement these Terms and Conditions as set out below, including our Privacy and Cookies Policy, which describes how we collect, use and process your personal information, which provides more information about the rate of sales tax that will apply to all orders placed on our site. Additional Terms and Policy may be presented on this site in connection with a specific section, service or feature, as set out. The use of "we", "us" are referring to QualiT Limousine, and "he", "you" represent the customer. Without any discrimination, the "he" is used to make the text easier to read.

### **CONTENTS**

01. WHO WE ARE
02. AGREEMENT
03. ACCOUNT
04. TERMS OF BOOKING CONDITIONS
05. INFORMATION WE COLLECT AND HOW WE USE IT
06. USER CONTENT
07. LEGAL AGE
08. PROTECTION OF PERSONAL DATA
09. GOVERNING LAW AND DISPUTE RESOLUTION
10. WAITING TIME
11. MODIFICATIONS AND EXTRA FEE
12. CANCELLATION
13. NEWSLETTER AND EMAILS
14. WHO HAS ACCESS

## **15. PAYMENTS**

### **1. WHO WE ARE:**

- 1.1 We are a Limousine and Private Chauffeur Service based in Montreal since 2010. We have been providing the most QualiT and Professionalism Limo Service over years. The service is available 24/7. All our Chauffeurs and customer service team are highly trained and certified. Our website address is: [www.qualitlimousine.com](http://www.qualitlimousine.com)

### **2. AGREEMENT:**

- 2.1 By using QualiT Limousine site and its related applications, software tools or any other service, you agree to be bound by the Terms and Conditions, Privacy, and cookie Policy in connection with the services of the site. At the time, customer access or use the service or feature of QualiT Limousine site, have agreed entirely between both parties to its subject matter, representation, and understandings.
- 2.2 On behalf of any business, organization, or any other entity, you represent and warrant that you are authorized to accept these QualiT Limousine Terms and Policy on its behalf. Every service, order, transaction offered on QualiT Limousine site, as well the agreement that is conclude through our site is managed by QualiT Limousine. These QualiT Limousine Terms and Conditions are not applicable to orders or services which are not from QualiT Limousine directly but from a redirected site.
- 2.3 QualiT Limousine reserves the right to make changes to this site and to it Terms and Conditions at anytime without prior notice. You should review these Terms and Conditions, as well as our Private and Cookie Policy every time you access this site, that is owned by QualiT Limousine and Private Chauffeur Service.

### **3. ACCOUNT:**

- 3.1 Before a customer can place an order online or use certain services offered on site by QualiT Limousine. You are always fully responsible for each and every use of its QualiT Limousine account. You agree to protect your login credentials such as your password and control any access to this site, especially when you have granted another person in your business or household access rights or permit them to use your account and place an order on your behalf. You agree that you will be responsible for all orders placed or other actions that are taken trough QualiT Limousine site.

## **4. TERMS OF BOOKING CONDITIONS:**

- 4.1 All our offers and promotions are without any obligation to availability and confirmation of the order. QualiT Limousine reserves the right to reject any order without the obligation to assign any reason. Your order is available only when you receive a confirmation number by email. Otherwise, your reservation hasn't been approved. QualiT Limousine is not responsible of this issue.
- 4.2 For a reservation to be approved, the customer can do the payment online according to the given price by both parties and/or he will be asked to provide a valid credit card to QualiT Limousine. Otherwise, the reservation will not take place.
- 4.3 Even if customer paid online, he should provide a valid credit card (Visa, MasterCard, or Amex) to QualiT Limousine, to proceed to a transaction in case there's any extra charges (waiting time, changes or modifications) during the trip. The client will receive from QualiT Limousine a detailed bill for the extra charges if there's any and a written approval form should be sent to QualiT Limousine for a secure and safe transaction. When a reservation is in process, QualiT Limousine will wait for the transaction to be approved. QualiT Limousine will send by email the confirmation number and the details of the reservation. It's the responsibility of the booker to verify if all the specifications mentioned are in good terms and to confirm it.
- 4.4 For all the stretch cars and the Exotic cars, QualiT Limousine will charge 25% of the full amount, which will be considered as a deposit and a valid credit card should be provided by the customer to proceed through the reservation. The remaining amount will be charged the same event day.

## **5. INFORMATION WE COLLECT AND HOW WE USE IT:**

- 5.1 When visitors leave comments on the site, we collect the data shown in the comments form, the visitor's IP, and browser user agent string to help spam detection. An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. After approval of your comment, your profile picture is visible to the public in the context of your comment. QualiT Limousine website is used by three groups of cookies.
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**5.1.1 Functional Cookies:** These cookies are used to remember your preferences and choices on our website. It allows us to improve the website functionality.

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**5.1.2 Essential Cookies:** These cookies are necessary for the proper functioning of the website. Without these cookies, some parts of the site may not work correctly. They enable you to navigate the site and be able using its features.

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**5.1.3 Analytics Cookies:** These cookies collect information about how our website is used by the visitors. It's used to track which pages visitors look and how long they stay. This data helps us optimize the website content and to improve its performance for a better user experience.

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**5.2** If you leave a comment on our site, you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

**5.3** If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies contains no personal data and is discarded when you close your browser. When you log in, we will also set up several cookies to save your login information. Login cookies last for two days.

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**5.3.1** A cookie is a data file that is download on your computer, mobile or tablet when you visit a website. It allows the website to recognize your device and store some information about your preferences.

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**5.4** If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed. If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

**5.5** This website is operated by QualiT Limousine, and it's use for limousine service only. The privacy of our users is important to us. This Privacy policy is to inform that any personal information we obtain about is based on your use of our website.

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**5.5.1** The only personal information a cookie can contain is the one you supply yourself. A cookie cannot read data from your hard disk. QualiT Limousine does not share or sell information to a third party.

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- 5.6 While you visit our site, we'll track:**
- 5.6.1 Products you've viewed: we'll use this to, for example, show you products you've recently viewed.**
  - 5.6.2 Location, IP address and browser type: we'll use this for purposes like estimating taxes.**
  - 5.6.3 We'll also use cookies to keep track of cart contents while you're browsing our site.**
- 5.7 When you purchase from us, we'll ask you to provide information including your name, billing address, email address, phone number, credit card/payment details and optional account information like username and password. We'll use this information for purposes, such as, to:**
- 5.7.1 Send you information about your account and order.**
  - 5.7.2 Respond to your requests, including refunds.**
  - 5.7.3 Process payments and prevent fraud.**
  - 5.7.4 Set up your account on our website.**
  - 5.7.5 Comply with any legal obligations we have, such as calculating taxes.**
  - 5.7.6 Improve our website offerings.**
  - 5.7.8 Send you marketing, promotions messages if you choose to receive them.**
- 5.8 If you create an account, we will store your name, address, email, and phone number, which will be used to populate the checkout for future orders. We generally store information about you for as long as we need the information for the purposes for which we collect and use it, and we are not legally required to continue to keep it. For example, we will store order information for 1 year for tax and accounting purposes. This includes your name, email address and billing addresses.**
- 5.9 We will also store comments or reviews if you choose to leave them.**

## **6. USER CONSENT:**

- 6.1 You are granted permission to access and use this site and its content and ordering service through QualiT Limousine. You agree to use this site in a responsible manner that is full compliance with these QualiT Limousine Terms and with your local laws and regulations.
- 6.2 By placing an order on this site, you represent and warrant that you have all the necessary permissions, rights, and authority to place the order and authorize QualiT Limousine to proceed on your behalf.
- 6.3 By Submitting your response, you acknowledge that you are of the minimum age of consent in the applicable jurisdiction and that you provide permission to QualiT Limousine and its affiliate to use your responses to improve our current and future services. Users agree to Terms of service and Privacy Policy and provide us their consent to the processing of their personal information. The personal information that you submit to us on a voluntary basis including your *full name, address, telephone number, email address* and any information contained in any email or any other way of communication you send to us, allow us to improve our service, to respond to your requests and to proceed with your limousine booking. If a user does not provide the personal information necessary to proceed the booking, services may not be completed in order to avoid any fraudulent booking.
- 6.4 These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website. QualiT limousine is not responsible directly or indirectly for any third party.

## **7. LEAGL AGE:**

- 7.1 Our website is designed to give service for an audiences age of 18 years and older. We do not intentionally collect personal information from minor users under the age of 18 years. If you become aware that a person under the age of 18 years old has provided us with personal information without parental consent, we will take action to remove such information and stop the account.

## **8. PROTECTION OF PERSONAL DATA:**

- 8.1 If you have an account on this site, or have left comments, including any data you have provided to us to keep for administrative, legal, or security purposes. Your Privacy is valuable for us like our own. We will never sell or share any personal information of yours to a third party. Your personal information will only be used internally whenever needed to proceed your request, to process your booking or to communicate with the customer. We maintain the security of your personal information. We use safeguards to protect the personal information submitted to us during transmission and after we receive it. However, no method of transmission over the internet, via mobile device or in any electronic storage is 100% secure. Even if we use high technology to protect your personal information, we cannot guarantee its absolute security.

## **9. GOVERNING LAW AND DISPUTE RESOLUTION:**

- 9.1 The party you are contracting with, and the seller of services offered on this website is QualiT Limousine, an incorporated company organized under the civil laws of Quebec, Canada.

## **10. WAITING TIME:**

- 10.1 According to Quebec transport regulation, waiting time will be to the charge of the customer. Therefore, QualiT Limousine would like to inform their customers about their internal rules and regulations according to the waiting time when you land at the airport, FBO or have a reservation anywhere else. QualiT limousine offer the following options to their clients.
- 10.2 We are aware of the time that it can take to get your luggage and to go through customs once you are at the airport. To make your landing more at ease and to avoid extra stress in the meantime. If you're arriving on:
- 10.2.1 an INTERNATIONAL FLIGHT, QualiT Limousine will assume the first 45 minutes of free of charge once the plane arrives at the gate. After this delay, extra waiting time will be charged by 15 minutes increments according to the type of car.
- 10.2.2 a DOMESTIC FLIGHT, QualiT Limousine will assume the first 30 minutes of free of charge once the plane arrives at the gate. After this delay, extra waiting time will be charged by 15 minutes increments according to the type of car.

10.2.3 If you have made a reservation from ANYWHERE ELSE then the airport (including FBO and VIA Rail), we know any inconvenience can happen last minute. QualiT Limousine offer 15 minutes of free charge. After this delay, extra waiting time will be charged by 15 minutes increments according to the type of car.

## **11. MODIFICATIONS AND EXTRA FEE:**

- 11.1 The Customer is in his right to do a modification for any reservation he has placed an order. Any modification should be done 6 hours before the reservation time. Otherwise, QualiT Limousine has the right to refuse or to charge extra fee according to the logistical challenges.
- 11.2 QualiT Limousine like to inform you, during a transfer, the customer can add destination(s). According to the transport regulations and the internal rules, extra fee will be added to the order.
- 11.3 QualiT Limousine and Private Chauffeur service is available 24/7. Our drivers are hard worker, be informed overnight fee will be charged between 10:00pm and 6:00am. The Ministère du transport du Quebec (MTQ) has increased the prices overnight.
- 11.4 If you do have any special request, QualiT Limousine will be glad to make it possible, note that extra fee might be applied.
- 11.5 QualiT Limousine offer few services like Meet & Greet and Car Seat. Note that Extra charges will be applied.
- 11.6 We like to inform you that all the reservation from the airport, Airport fee will be added.

## **12. CANCELLATION:**

### **12.1 SUV AND SEDAN CARS**

12.1.1 We all know anything can happen, if you must cancel a reservation, QualiT Limousine will reimburse the full amount if the cancellation is done 24 hours before booking time.

12.1.2 All reservation cancelled less then 24 hours prior, full amount will be charged.



12.1.3 If customer has a "NO SHOW". It means, the driver is waiting on site according to the booking time, but the customer doesn't show up, QualiT Limousine will charge full amount of the trip.

## 12.2 ***STRETCH AND EXOTIC CARS***

12.2.1 As we all know, life is full of surprises and mysteries, for any transfer, QualiT Limousine will do a full refund of the deposit amount (see article 4.4) if the cancellation is done 3 days before booking day.

12.2.2 For any of the packages like Weddings, Bachelor/bachelorette, Engagement, Anniversary, QualiT Limousine will do a full refund of the deposit amount (see article 4.4) if the cancellation is done 7 days before booking day. Otherwise, the full amount (25%) will be kept by QualiT Limousine as a last-minute cancellation penalty.

## 13. **NEWSLETTER & EMAILS:**

13.1 If you have subscribed to our newsletter or if you are a member of our website (you can log in) or if you have purchased on our website, there is a good chance you will receive emails from us.

13.2 We will only send you emails which you have signed up to receive, or which pertain to the services we provided to you.

13.3 To send you emails, we use the name and email address you provide us. Our site also logs the IP address you used when you signed up for the service to prevent abuse of the system.

13.4 This website can send emails through the [MailPoet Sending Service](#). This service allows us to track opens and clicks on our emails. We use this information to improve the content of our newsletters.

13.5 No identifiable information is otherwise tracked outside this website.

### 13.6 **COOKIE NAME and DESCRIPTION**

13.6.1 **Cookie name:** mailpoet\_page\_view

**Cookie description:** The purpose of this cookie is to track the last time a subscriber viewed any page on the site.

13.6.2 **Cookie name:** mailpoet\_revenue\_tracking

**Cookie description:** The purpose of this cookie is to track which newsletter sent from the website has acquired a click-through.

13.6.3 **Cookie name:** mailpoet\_subscriber

**Cookie description:** The purpose of this cookie is to track subscriber engagement. It is used when the user logs in, signs up in a form, confirms subscription to a

newsletter, or places an order.

**Note:** User must be opted-in and a confirmed subscriber.

13.6.4 **Cookie name:** popup\_form\_dismissed\_

**Cookie description:** This cookie is used to track if a user has previously dismissed a specific form, preventing the re-display of the form until the cookie's expiration date. It is applicable for popup, slide-in, or fixed bar forms.

## **14. WHO HAS ACCESS:**

14.1 **Members of our team have access to the information you provide us. For example, Administrators and Managers can access:**

14.1.1 **Order information like what was purchased, when it was purchased and where it should be sent.**

14.1.2 **Customer information like your name, email address, and billing information.**

14.1.3 **Our team members have access to this information to help fulfil orders, process refunds, and support you.**

## **15. PAYMENTS:**

15.1 **This Policy document encompasses all aspects of security surrounding confidential information and must be distributed to all company employees. All company employees must read this document in its entirety and sign the form confirming they have read and fully understand the payment policy.**

15.2 **This document will be reviewed and updated by Management on an annual basis or when relevant to include newly developed security standards into the policy and re-distributed to all employees.**

### **15.3 Information Security Policy**

15.3.1 **QualiT Limousine handles sensitive cardholder information daily. Sensitive Information has an adequate safeguard in place to protect the cardholder data, cardholder privacy, and to ensure compliance with various regulations, along with guarding the future of the organization.**

15.3.2 **QualiT Limousine commits to respecting the privacy of all its customers and to protecting any customer data from outside parties. To this end management are committed to maintaining a secure environment in which to process cardholder information so that we can meet these promises.**

**15.3.3 Employees handling sensitive cardholder data should ensure:**

- 15.3.3.1 Handle Company and cardholder information in a manner that fits with their sensitivity and classification.**
- 15.3.3.2 Limit personal use information and ensure it doesn't interfere with the job performance.**
- 15.3.3.3 QualiT Limousine reserves the right to monitor, access, review, audit, copy, store, or delete any electronic communications, equipment, systems, and network traffic for any purpose.**
- 15.3.3.4 Do not use e-mail, internet, and other Company resources to engage in any action that is offensive, threatening, discriminatory, defamatory, slanderous, pornographic, obscene, harassing or illegal.**
- 15.3.3.5 Do not disclose personnel information unless authorized.**
- 15.3.3.6 Protect sensitive cardholder information.**
- 15.3.3.7 Keep passwords and accounts secure.**
- 15.3.3.8 Request approval from management prior to establishing any new software or hardware, third party connections, etc...**
- 15.3.3.9 Do not install unauthorized software or hardware, including modems and wireless access unless you have explicit management approval.**
- 15.3.3.10 Always leave desks clear of sensitive cardholder data and lock computer screens when unattended.**
- 15.3.3.11 Information security incidents must be reported, without delay, to the individual responsible for incident.**
- 15.3.3.12 We each have a responsibility for ensuring our company's systems and data are protected from unauthorized access and improper use. If you are unclear about any of the policies detailed here in, you should seek advice and guidance from your line manager.**

## **15.4 Network Security**

- 15.4.1 A high-level network diagram of the network is maintained and reviewed on a yearly basis. The network diagram provides a high-level overview of the cardholder data environment (CDE), which at a minimum shows the connections in and out of the CDE. Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable should also be illustrated.**
- 15.4.2 In addition, ASV is performed and completed by a PCI SSC Approved Scanning Vendor, where applicable. Evidence of these scans are maintained for a period of 18 months.**

## **15.5 Acceptable Use Policy**

- 15.5.1 Management's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to the Company's established culture of openness, trust and integrity. Management is committed to protecting the employees, partners and the Company from illegal or damaging actions, either knowingly or unknowingly by individuals. The Company will maintain an approved list of technologies and devices and personnel with access to such devices as detailed.**
- 15.5.2 Employees are responsible for exercising good judgment regarding the reasonableness of personal use.**
- 15.5.3 Employees should take all necessary steps to prevent unauthorized access to confidential data which includes card holder data.**
- 15.5.4 Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts.**
- 15.5.5 All PCs, laptops and workstations are secured with a password-protected screensaver with the automatic activation feature.**
- 15.5.6 All POS and PIN entry devices are appropriately protected and secured so they cannot be tampered or altered.**

**15.5.7** QualiT Limousine are trained in the ability to identify any suspicious behaviour where any tampering or substitution may be performed. Any suspicious behaviour will be reported accordingly.

**15.5.8** Information contained on portable computers is especially vulnerable, special care has been exercised.

## **15.6 Protect Stored Data**

**15.6.1** All sensitive cardholder data stored and handled by the Company and its employees are securely always protected against unauthorized use. Any sensitive card data that is no longer required by QualiT Limousine for business reasons must be discarded in a secure and irrecoverable manner.

**15.6.2** If there is no specific need to see the full PAN (Permanent Account Number), it must be masked when displayed.

**15.6.3** PAN which are not protected as stated above should not be sent to the outside network via end user messaging technologies like email, chats, ICQ messenger etc.,

**15.6.4** It is strictly prohibited to store:

**15.6.4.1** The contents of the payment card magnetic stripe (track data) on any media whatsoever.

**15.6.4.2** The CVV/CVC (the 3- or 4-digit number on the signature panel on the reverse of the payment card) on any media whatsoever.

**15.6.4.3** The PIN or the encrypted PIN Block under any circumstance.

**15.6.5** QualiT Limousine ensure a written agreement that includes an acknowledgement is in place that the Service Provider will be responsible for the cardholder data that the Service Provider possess.

**15.6.6** QualiT Limousine have a process in place to monitor the PCI DSS compliance status of the Service provider.

**15.6.7** All computer that store sensitive cardholder has a password protected screensaver enabled to prevent unauthorized use.

**15.6.8** An agreement form will be held and signed between the Cardholder and QualiT Limousine. This agreement will give the right to QualiT Limousine to keep and store the card number in the system if the cardholder give permission.

## **15.7 Protect Data in Transit**

- 15.7.1 Card holder data (PAN, track data, etc.) must never sent the card number over the internet via email or any other end user technologies. QualiT Limousine will let know the card holder at that moment how to send it.**
- 15.7.2 An automatic process exists at QualiT Limousine to permanently delete on-line data, when no longer required. These will require that all hardcopy materials are crosscut shredded, incinerated, or pulped so they cannot be reconstructed.**

## **15.8 Security Awareness and Procedures**

- 15.8.1 The policies and procedures outlined below are incorporated into company practice to maintain a high level of security awareness. The protection of sensitive data demands regular training of all employees.**
- 15.8.2 All employees that handle sensitive information will undergo background checks (such as criminal and credit record checks, within the limits of the local law) before they commence their employment with QualiT Limousine.**
- 16.8.3 QualiT Limousine security policies must be reviewed annually and updated as needed.**

## **15.9 Credit Card (PCI) Security Incident Response Plan**

- 15.9.1 QualiT Limousine PCI Security Incident Response Team (PCI Response Team) is comprised of the Information Security Officer and Merchant Services. QualiT Limo PCI security incident response plan is as follows:**
  - 15.9.1.1 Each department must report an incident to the Information Security Officer (preferably) or to another member of the PCI Response Team.**

- 15.9.1.2** That member of the team receiving the report will advise the PCI Response Team of the incident.
- 15.9.1.3** The PCI Response Team will investigate the incident and assist the potentially compromised department in limiting the exposure of cardholder data and in mitigating the risks associated with the incident.
- 15.9.1.4** The PCI Response Team will resolve the problem to the satisfaction of all parties involved, including reporting the incident and findings to the appropriate parties (credit card associations, credit card processors, etc.) as necessary.
- 15.9.1.5** The PCI Response Team will determine if policies and processes need to be updated to avoid a similar incident in the future, and whether additional safeguards are required in the environment where the incident occurred, or for the institution.
- 15.9.1.6** The Company PCI Security Incident Response Team:
- 1. CIO**
  - 2. Communications Director**
  - 3. Compliance Officer**
  - 4. Counsel**
  - 5. Information Security Officer**
  - 6. Collections & Merchant Services**
  - 7. Risk Manager**