



Authorized
Partner

Terms, Policies & Privacy Policy for Data Backup Program.

1. Acceptance of the conditions

Please read these conditions of use very carefully before using the services of Groupe Vingt-Quatre Inc.. If you do not accept these conditions of use, please do not activate your account. If you are using our services on behalf of a business (eg, your employer) or other legal entity, you represent that you have the authority to bind that company or other legal person to these terms. This Agreement constitutes an agreement by and between Groupe Vingt-Quatre Inc., located at 34 Chemin des Épinettes, Lac Beauport, G3B2P5, and the purchaser of the data backup program offered by Groupe Vingt-Quatre Inc..

We are aware of the importance of the privacy and security of our users' data. This Terms, Policies & Privacy Policy Agreement describes the information collection, use and disclosure practices collected by our data backup program (the "Program"). By using the Program, you agree to the terms of this confidentiality agreement.

2. Data collection

We collect information when you use the Program, including backup data that you provide to us. This information may include personal details such as your name, email address and password. We also use cookies and similar technologies to track your use of the Program and to improve our services.



3. Use of data

We use the information collected to provide and improve the Program services, including backing up and restoring your data. We may also use this information to contact you for marketing purposes or to notify you of Program updates.

4. Disclosure of data

We will not share your information with third parties without your consent, except in the following cases:

- To respond to a lawful request or to protect our rights;
- To comply with a legal process or court order;
- To protect personal safety or the legitimate interests of our business or our users;
- To cooperate with regulators or supervisory bodies.

Data security
We take security measures to protect your information against loss, misuse or alteration. These measures include firewalls, encryptions and access controls. We ask that you do not share your identifying information with third parties.

5. Changes to this Agreement

We may update this Privacy Agreement from time to time. If we make material changes to this Agreement, we will notify you by posting a notice on our website or by sending you an email.

6. Responsibilities

Our data backup program aims to protect your important information by saving it regularly on our secure servers. However, it is important to note that only certain data will be saved. Zoho settings, such as user preferences or application configurations, are not part of the saved information. We encourage you to keep a copy of these settings outside of our program for greater security.

This data backup program (the "Program") is provided by Le Groupe Vingt-Quatre inc. and is intended to allow you to save your data on our secure servers.

We reserve the right to modify these terms of use at any time without notice. It is your responsibility to regularly check these Terms of Use for any changes.

The Program is intended for personal, non-commercial use only. You must not use the Program for commercial purposes or for illegal activities.

We are not responsible for any loss or damage to your saved data. It is your responsibility to back up your data regularly and to verify that it has been backed up correctly.

We reserve the right to suspend or terminate your use of the Program at any time without notice if you fail to comply with these Terms of Use.

The Program is provided "as is" and we do not warrant that the Program will be free of bugs or errors, or that defects will be corrected.

All data saved on our servers will be treated in accordance with our privacy policy.

These Terms of Use are governed by the laws of Canada and any dispute arising out of or relating to the use of the Program shall be subject to the exclusive jurisdiction of the courts of Canada.

You are solely responsible for selecting the Program to meet your data backup goals, and for your use of it.

We are not responsible for any loss or damage to your saved data. It is your responsibility to back up your data regularly and to verify that it has been backed up correctly.

We are not liable for indirect, consequential, special, exemplary, or punitive damages of any kind, including, without limitation, loss of profits, revenue, data, goodwill, or any other loss commercial arising from the use of the Program.

We are not responsible for damage caused by viruses or other harmful content.

We are not liable for damages caused by data transmission errors, hardware or software faults, communication errors or failures of equipment, networks or servers.

We are not responsible for damages caused by acts of God, fires, floods, storms, strikes, riots, revolutions, acts of war, acts of terrorism, acts of government, interruptions of service, input errors or calculation errors.

We are not responsible for damage caused by errors or omissions in information, instructions or forms provided by you or third parties.

We will not be liable for any damages you may suffer due to any interruption of service, error, omission, defect, delay in performance or failure of any or part of the service, however caused.



7. You agree to pay for what you buy

The following payment terms apply to purchases made from Le Groupe Vingt-Quatre Inc., directly or through our partners. By purchasing a backup program or account, you agree to pay all fees in effect at that time for the services you purchase, as well as any applicable taxes and other fees. You authorize Groupe Vingt-Quatre Inc. to use your method of payment for your initial purchase, as well as for all future purchases and all automatic renewals of any paid subscription.

If we are unable to use your payment method (for example, your credit card expires), you remain responsible for paying us. Except as described in the “cancellation” section below, fees are non-refundable. All amounts must be paid in Canadian dollars, unless another currency was specified at the time of your purchase.

8. Subscription, renewal, invoice and cancellation

Subscriptions are for an unlimited period, either monthly or annually. At the end of this period, your paid subscription will automatically renew for the duration of your initial subscription, unless you cancel it. The invoice in PDF format is sent by email from info@le24.ca and is automatically archived in your client zone. The method of payment is by credit card, except in certain cases mentioned.

If you do not cancel your subscription before the end of the current subscription period, your subscription will automatically renew, you will be responsible for payment for the next subscription period and you authorize Le Groupe Vingt-Quatre Inc. to use your method of payment to charge the full then-current rate applicable to your paid subscription, except in certain cases mentioned in the section.

In the case of a cancellation, it must be made via email to info@le24.ca. If you cancel your subscription before the end of your current subscription (monthly or annual), your subscription will not be renewed. You will not be entitled to a refund for the remaining period of your subscription.

The fees applicable to your account may change in the future. If the amount charged to your account changes (for reasons other than taxation or a change in the amount of taxes and other similar charges), you will receive an email notification of the new amount to be paid 10 days prior to the next transaction.

If your subscription was made by a third party (eg, a partner) and they enrolled you under the indirect program, the latter will be billed and considered the customer and may cancel your subscription. In the event of force majeure, we reserve the right to terminate the service at any time.

9. Multiple products, one account:

There are different billing cycles (monthly/annually) and different payment methods (PPA, credit card, etc.). Having multiple products/services with different billing cycles or payment methods does not create separate accounts. If for any reason you are in default of payment for any of your products or services, your account will be in default, which will result in the suspension of services for all of your products or services, including including those who are not in default of payment.



Terms of Use and Changes to These Terms of Use

This website is operated and maintained by Groupe Vingt-Quatre Inc., or its subsidiaries or affiliates (collectively referred to as "Le Groupe 24 or Groupe Vingt-Quatre Inc"). It provides data, information, images including text, software and other forms of material and content (collectively referred to as the "Content") and services such as the online sale of computer and electronic components and production tools (collectively, the "Services"). The Site, its Content and its Services are provided to you on the condition that you agree to be bound by these Terms of Use (collectively, the "Terms of Use").

The Site is accessible to visitors. However, to access certain areas of this Site, you must register with us. Registration is free and gives you access to other Services not available to visitors, including product profiles. By registering, you certify that the information you provide in the registration form is accurate.

Groupe Vingt-Quatre Inc. reserves the right to modify these Terms of Use at any time. Further, your continued access or use of the Site after such modifications have been made indicates your acceptance of the modified Terms of Service. It is your responsibility to review these terms before accessing or using the Site.

We may modify these Terms of Service at any time, at our sole discretion. If there are any changes, we will post the amended terms of use on our website. The date of the document will serve as a reference. It is important that you review our Terms of Service from time to time because if you continue to use the Services after we have posted amended Terms of Service on our website, it means that you agree to be bound. (e) by the amended Terms of Service. If you do not agree to the amended Terms of Service, then please discontinue using our Services.

10.Restart backup Different

situations may require restarting the backup of your data. Subject to all reservations, you are responsible for covering costs of \$100 (we will charge you an additional \$30 for processing the file) and in some cases, technical assistance costs of \$195/hour, per 15-minute increment. can be charged.

11.Retrievals

The recovery fee is \$99.95 and we lend you an external hard drive if needed for a period of 10 working days (refundable deposit of \$250).

The return is at your expense. If you forward the return postage to our name, we charge you \$30 handling fee.

The company chosen for the return is at your discretion. Different procedures are specified with each shipment and must be followed under penalty of additional charges.

12.Prohibited Operations

By accepting these terms of use, you agree:

- not to transfer, store, access or transmit any user files: that you do not have the legal right to copy, transmit, distribute and display ; for which you have not obtained consent or authorization to use the name, voice, signature, photograph or likeness of any person whose name appears in User Files (to the extent that each such people is mentioned in the user files); that infringes or misappropriates the intellectual property rights or violates the privacy rights of any third party (including, but not

limit, copyright, trademark, patent, trade secret or other intellectual property right, moral right or right of publicity); defamatory; obscene, pornographic or offensive; promoting bigotry, racism, hatred or prejudice against any individual or group; Violent, or encourages any conduct that would violate any applicable law or regulation or give rise to a civil liability claim; - not to attempt to probe, scan or test the vulnerability of the Services or any related system or network, and not to violate any security or authentication measures used in connection with the Services and such systems and networks; - not to attempt to decipher, decompile or disassemble any software used to provide the services; - not to harm or threaten to harm other users in any way, or to interfere or attempt to interfere with the access of any user, host or network, including, without limitation, by the sending a virus, overloading, spamming or bombing of mail; - not to send unsolicited e-mail, spam, chain letters, promotions or advertisements for products or services; - not to impersonate or misrepresent your affiliation with any person or entity; - not to violate any applicable law or regulation; nor - encourage or permit any other person to do any of the above.

13. Service Data backup program Data

Backup service via the Internet, supervised by technicians who intervene to resolve problems, if necessary. No recovery guarantee during phase 1 and full backup recovery. Additionally, during a recovery, backup may be disabled, preventing data from being updated during this period. We do not consider data deletion a backup error. The report will indicate that the backup completed successfully and show you how much data you deleted. Therefore, no follow-up on our part will be made. The customer is responsible for the data to be backed up as well as for adding, changing or deleting data from his side. It is essential that you notify us of any changes so that we can make the changes with you.

14. Restrictions on Use and Intellectual Property

14.1 Copyright. The Site Content is protected by law, including United States and Canadian copyright laws, intellectual property rights laws and international treaties. It is copyrighted by its original creator or Groupe Vingt-Quatre Inc. Except as otherwise provided herein, the Content may not be copied, reproduced, republished, displayed or broadcast by any means, including , but not limited to, by electronic, mechanical, photocopying, recording or other systems, without the express prior written permission of Groupe Vingt-Quatre Inc or the appropriate rights holder. The Complete Site is copyrighted by Groupe Vingt- Quatre Inc (2023). All rights reserved.

14.2 Restrictions on Use of Copyrighted Content. You are permitted to view, download and print Content from the Site, but only for individual, non-commercial use, provided that you do not modify the proprietary notices (copyright and otherwise). Special terms of use for certain Content or Services on the Site or elsewhere on this Site are incorporated into and made part of these Terms. Except to the extent expressly provided herein, you agree not to reproduce, copy, retransmit, broadcast, sell, republish, modify, translate or create derivatives of any part of the Site, its Content or its Services, or exploit, in whole or in part, for commercial purposes, without having obtained the prior written consent of Le Groupe Vingt-Quatre Inc.. In addition, any decompilation, disassembly, reverse engineering or other exploitation of the Site, its Content or its Services are strictly prohibited. You have absolutely no right or license to the Site, its Content or its Services other than the limited right to use its Site, its Content and its Services in accordance with these Terms of Use.

14.3 Proprietary Marks.

The names, logos, taglines and other marks identifying Le Groupe Vingt-Quatre Inc. and its products and services are private trademarks of Le Groupe Vingt-Quatre Inc.. All rights reserved. Other trademarks and service marks are the property of their respective owners. This Agreement does not authorize you to use any trademark, service mark or logo that appears on the Site for any purpose. The right to access the Site, its Content and its Services and the trademarks or trade names displayed on the Site remain the property of Le Groupe Vingt-Quatre Inc. or its licensors. Nothing in these Terms of Use or the Site shall be construed as conferring, by implication, estoppel, or otherwise, any license or right to use any trademarks, trade names, copyrights or other intellectual property rights of Le Groupe Vingt-Quatre Inc. or its licensors. Any unauthorized use of the Site, its Content or its Services or the trademarks, trade names, copyrights or other intellectual property rights of Le Groupe Vingt-Quatre Inc. or its licensors is strictly prohibited. Groupe Vingt-Quatre Inc. reserves the right to take the necessary measures, including legal proceedings, to assert these rights. To find out whether a mark or logo not listed above constitutes a trademark or service mark of Le Groupe Vingt-Quatre Inc., one should contact Le Groupe Vingt-Quatre Inc..

14.4 Coaching.

It is prohibited to frame or use framing techniques to enclose any trademark, logo or other confidential information (such as text, images or page layout) on the Site, and to reproduce the Content of the Site on another server, without having obtained the prior written consent of Le Groupe Vingt-Quatre Inc..

14.5 Permission to Republish.

Requests to republish or redistribute Content should be directed to Le Groupe Vingt-Quatre Inc., in accordance with Section X here of.

15. Confidentiality

The confidentiality of your information is very important to Le Groupe Vingt-Quatre Inc.. Information collected from you or related to your use of the Site will be governed by Le Groupe Vingt-Quatre's Privacy Policy. Inc. Please see this Policy on our website for its terms.

16. New Services, Password and Legal Compliance

16.1 New Services. Whenever new products or services are incorporated into the Site as Services, your use of such Services will be subject to these Terms unless otherwise specified by us.

16.2 Password.

Certain areas of the Site are password protected. You must keep your password confidential and monitor any use of this password or your registration, even if you have not authorized such use. If you learn that your password or registration has been the subject of unauthorized use, you must notify Le Groupe Vingt-Quatre Inc. immediately, in accordance with Article X below.

16.3 Compliance with Law.

You agree to use the Site, its Content and Services for lawful purposes and only in a manner consistent with applicable local, national or international laws, rules and regulations. Prospective users are not permitted to use the Site, its Content or its Services in any jurisdiction where the law (whether common or statutory): (i) voids all or any essential part of these Terms of Service (the term "part essential" designating at least, but not exclusively, the provisions related to the applicable law, the non-liability clause and the limitation of liability clause); or (ii) renders access to the Site or its Content, or use of the Services, illegal.

17. Disclaimer

17.1 YOU EXPRESSLY AGREE THAT WHEN USING THE SITE, YOU DO SO AT YOUR OWN RISK. ALL INFORMATION IS PROVIDED "AS IS" WITHOUT ANY WARRANTY. NOR GROUPE VINGT-QUATRE INC. NEITHER ITS LICENSORS MAKE ANY REPRESENTATIONS OR WARRANTIES OR CONDITIONS REGARDING THE QUALITY, ACCURACY, RELIABILITY, COMPLETENESS, TIMELINESS OR TIMELINESS OF THE SITE, ITS CONTENT OR ITS SERVICES. THE TWENTY-FOUR GROUP INC. AND ITS LICENSORS ASSUME NO RESPONSIBILITY FOR ANY ERRORS, OMISSIONS OR INACCURACIES IN THE SITE, ITS CONTENT OR ITS SERVICES. THE TWENTY-FOUR GROUP INC. IS ALSO NOT RESPONSIBLE FOR THE DEFAMATORY, OBJECTIONABLE OR ILLEGAL CONDUCT OF OTHER USERS OF THE SITE OR ITS SERVICES. YOU ASSUME FULL RESPONSIBILITY FOR YOUR USE OF THE SITE AND THE INTERNET AND THE RISKS ASSOCIATED WITH IT. THE TWENTY-FOUR GROUP INC. ASSUMES NO RESPONSIBILITY FOR YOUR USE OF THIS AGREEMENT OR THE SITE EXCEPT AS PROVIDED IN THIS SECTION.

17.2 THE SITE CONTENT IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. IT IS NOT INTENDED TO PROVIDE YOU WITH TECHNICAL OR OTHER ADVICE. NOR SHOULD YOU RELY ON ANY CONTENT FOR SUCH ADVICE. RATHER, YOU SHOULD HAVE THE CONTENT OF THIS SITE EVALUATED AND VERIFIED BY PROFESSIONALS BEFORE MAKING ANY PURCHASES, IF APPLICABLE.

17.3 TO THE EXTENT PERMITTED BY APPLICABLE LAW, GROUPE VINGT-QUATRE INC. AND ITS LICENSORS ARE EXCLUDED OF ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, INSINUATIONS, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, IN RELATION TO YOUR USE OF THE SITE. THE TWENTY-FOUR GROUP INC. AND ITS LICENSORS DO NOT WARRANT THAT THE SITE, OR ANY INFORMATION, PRODUCT OR SERVICE OBTAINABLE BY LINKING TO OR FROM THE SITE WILL BE FREE OF INTERRUPTION, ERROR, VIRUSES OR ANY OTHER HARMFUL COMPONENTS OR THAT DEFECTS WILL BE CORRECTED.

17.4 GROUPE VINGT-QUATRE INC. OR ITS LICENSORS WILL IN NO EVENT, FOR REASONS OF WARRANTY, CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER MATTER OF DOCTRINE, BE LIABLE FOR ANY DAMAGES , WHETHER DIRECT OR INDIRECT, COMPENSATORY, REAL, EXEMPLARY, SPECIAL, CONSEQUENTIAL OR EXPECTED, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA OR PROFITS, PERSONAL INJURY, FINES, COSTS, ANY PENALTIES OR OTHER LIABILITIES ARISING FROM THE USE, INABILITY TO USE, REFERENCES, OR RELIANCE ON OTHER INFORMATION OBTAINED OR DOWNLOADED FROM OR SOURCED FROM THE SITE OR ITS CONTENT A LINK ON THIS SITE OR IN ITS CONTENT, EVEN IF GROUPE VINGT-QUATRE INC. HAS BEEN ADVISED OF THE POSSIBILITY OF THIS DAMAGE. IN ADDITION, GROUPE VINGT-QUATRE INC. EXPRESSLY DISCLAIMS ANY RESPONSIBILITY IN SUCH RESPECT. IF YOUR USE OF THE SITE RESULTS IN THE NECESSITY FOR OPERATING, SERVICING OR CORRECTING THE MATERIALS OR DATA, YOU ASSUME THE COSTS THEREOF.

17.5 GROUPE VINGT-QUATRE INC. IS NOT RESPONSIBLE FOR ANY UNAUTHORIZED ACCESS TO THE SITE AND WILL NOT BE DEEMED TO BE IN DEFAULT THEREOF.

17.6 IN CASE OF DISSATISFACTION WITH REGARD TO GROUPE VINGT-QUATRE INC. OR THE SITE, YOUR SOLE REMEDY IS TO DISCONTINUE USING THIS SITE, INCLUDING ANY SERVICES OR PRODUCTS ADVERTISED OR OFFERED THROUGH THIS SITE. IF, FOR ANY REASON WHATSOEVER, A COURT OF COMPETENT JURISDICTION FINDS THAT THE ABOVE LIMITATIONS ARE NOT VALID OR APPLICABLE IN THE CIRCUMSTANCES, YOU AGREE THAT THE LIABILITY OF GROUPE VINGT- QUATRE INC. WITH REGARD TO ANY DAMAGES, LOSSES OR CAUSES OF ACTION OF ANY KIND OR NATURE WILL BE LIMITED TO THE AMOUNT YOU PAID, IF ANY, TO PROVIDE SUCH SERVICES OR PRODUCTS OR TO ACCESS THE SITE.

17.7 SOME AUTHORITIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

18. Links, Viruses and Indemnification

18.1Links. The Site may contain links and pointers to other websites and resources. The presence of links between the Site and the websites of third parties does not mean that LE GROUPE VINGT-QUATRE INC. endorses such third party sites, resources or content. LE GROUPE VINGT-QUATRE INC is not responsible for reviewing or evaluating, and does not warrant, the products or services offered by such companies or persons or the content of any linked websites.

LE GROUPE VINGT-QUATRE INC. assumes no responsibility for the acts or products of third parties or the content of their websites. Please note that when you click on one of these links, you are going to another website. You should read the terms of use and privacy statements, if any, of such linked websites, as their terms and privacy policies may differ from those of LE GROUPE VINGT-QUATRE INC.. Once that you have left the LE GROUPE VINGT-QUATRE INC. Site. to switch to another site, LE GROUPE VINGT-QUATRE INC. is not responsible for the content, accuracy or availability of such other site. Your access to or use of any non-GROUP VINGT-QUATRE INC. website is at your own risk.

18.2 Viruses.

LE GROUPE VINGT-QUATRE INC. being unable to guarantee that the Site, its Content or its Services are compatible with your systems or that the Site, its Content or its Services will be free of viruses, disabling devices or other codes likely to cause contamination or destruction, it does not give such guarantees. You are responsible for implementing safeguards to ensure the security and integrity of your systems. You should monitor the costs of service, repairs or connections that may be required for your systems, after you have used the Site, its Content or its Services.

18.3 Indemnification.

You agree that your use of the Site, its Content or its Services will not give rise to any claim, suit, cause of action or other proceeding against LE GROUPE VINGT-QUATRE INC. or its licensors. You also agree to indemnify and hold harmless, at your expense, LE GROUPE VINGT-QUATRE INC. and its directors, officers, employees, representatives, agents and licensors with respect to any claim, suit, cause of action or other proceeding brought against GROUPE VINGT-QUATRE INC., its directors, officers, employees, representatives, agents and licensors by any third party after you breach these Terms of Service.

19. Entire Agreement, Severability and Electronic Communications

19.1 Entire Agreement and Severability. Along with our Privacy Policy referenced herein, this Agreement constitutes the entire agreement between you and LE GROUPE VINGT-QUATRE INC. with respect to the Site and supersedes all prior agreements between you and LE GROUPE VINGT-QUATRE INC. in this regard. If a court of competent jurisdiction subsequently decides that any provision of this Agreement is unlawful, void, or for any other reason unenforceable, that provision shall be severed from this Agreement and the remaining provisions of this Agreement shall remain valid or enforceable.

19.2 Electronic Communications. When you access the Site, use it or send emails to LE GROUPE VINGT-QUATRE INC., you are communicating with it electronically. You therefore consent to receive electronic communications from him. LE GROUPE VINGT-QUATRE INC. will communicate with you by email or by posting notices on this Site. You agree that the agreements, notices, presentations and other communications that LE GROUPE VINGT-QUATRE INC. electronically procures you meet the legal requirement that such communications must be in writing.

20. Contract Law and Dispute Resolution

20.1 The validity, interpretation and performance of this Agreement, with respect to use of the Site outside of Canada, shall be governed by and construed in accordance with the laws of the State of Arizona, regardless of conflict of law principles. With respect to use of the Site in the United States, the appropriate federal or state court in Phoenix, Arizona shall have exclusive jurisdiction over any suit or proceeding relating, directly or indirectly, to this Agreement.

20.2 The validity, interpretation and execution of this Agreement, with respect to the use of the Site in Canada, will be governed and interpreted according to the laws of Quebec, independently of the principles relating to conflicts of laws. With respect to use of the Site in Canada, the appropriate courts in Montreal, Quebec shall have exclusive jurisdiction over any suit or proceeding related, directly or indirectly, to this Agreement.

20.3 Any dispute related, in one way or another, to your visits to the Site will be the subject of confidential arbitration in Montreal (Quebec). However, if you have, in one way or another, infringed or threatened to infringe the intellectual property rights of LE GROUPE VINGT-QUATRE INC., the latter may seek appropriate corrective measures, whether or not injunctive, in any court, pursuant to paragraphs A and B above. Arbitration under this Agreement will be conducted in accordance with commercial arbitration rules under the Quebec Code of Civil Procedure. The arbitrator's decision will be binding and may be considered a judgment in a court of competent jurisdiction. To the full extent of applicable law, no arbitration conducted under this Agreement will be combined with an arbitration involving any other party subject to this Agreement, whether in class arbitration proceedings or otherwise.

21. Interruption of service

LE GROUPE VINGT-QUATRE INC. may modify, suspend or discontinue any aspect of the Site or service at any time, including any feature, database or any element of its Content. It may also impose limits on certain services and features or restrict your access to parts or all of the Site without notice or liability.

22. Termination of Use and Waiver

22.1 Suspension. THE TWENTY-FOUR GROUP INC. reserves the right to disable, suspend, block or terminate the use of the Site by you if such use is known to involve or promote prohibited, illegal, abusive or unethical acts or a violation of these Terms or if such use can reasonably be suspected of having such consequences. In addition, GROUPE VINGT-QUATRE INC. reserves the right to disable, suspend, block or terminate the use of the Site, its Content or its Services by you immediately, without notice, at its discretion.

22.2 Termination of Use. Permission to use the Site granted under this Agreement terminates immediately if you breach any of the terms herein. Upon termination of use, you must immediately destroy any downloaded or printed materials. Any unauthorized use of the Content on this Site may violate copyright laws, trademark laws, privacy and publicity laws, and communications laws and regulations.

22.3 Default by LE GROUPE VINGT-QUATRE INC. to exercise any right or remedy under this Agreement does not constitute a waiver of such right or remedy.

23. Other Charges

All requests for technical assistance may be subject to a charge of \$195/hour for every 15 minutes, with the customer's approval.

24. Technical Support

Technical support is available by phone, email and ticket Monday through Friday, 8:00 am to 5:00 pm (UTC – 5:00 am).

25. Limitations

The products and services of Groupe Vingt-Quatre Inc. are provided as is, with all their faults, without any guarantee of any kind as to their quality and reliability. The customer uses the software and services at his own risk. Neither Groupe Vingt-Quatre Inc. nor any other party involved in the creation, production or provision of the Services shall be liable for any incidental, special, exemplary or consequential damages, including any loss of profits, data or customer or for any interruption of service or for any damage to the computer or system failure, or the cost of substitute services resulting from these terms or the use or inability to use the services, or in connection with these, whether based on warranty, contract, tort (including negligence), product liability or any other legal theory. In no event shall Groupe Vingt-Quatre Inc.'s total liability arising out of or in connection with these Terms of Use, or the use of the Services or the inability to use the Services, exceed the amount that you have paid for the use of the services in the twelve (12) months preceding the event giving rise to the invocation of liability. The above limitations of liability are fundamental elements of the agreement between Groupe Vingt-Quatre Inc. and you.

26. General

These Terms of Use constitute the sole and entire agreement between Groupe Vingt-Quatre Inc. and you regarding the Services. The Terms of Use supersede any prior provision or agreement, written or verbal, between Groupe Vingt-Quatre Inc. and you. If for any reason a court finds any provision of these Terms invalid or unenforceable, that provision will be enforced to the extent possible and the remaining provisions of these Terms of Service will remain in full force and effect. You may not assign or transfer your rights or obligations relating to these Terms of Use without the prior written consent of Groupe Vingt-Quatre Inc. Groupe Vingt-Quatre Inc. may freely assign or transfer their rights and obligations relating to these terms of use without restriction. Failure by Groupe Vingt-Quatre Inc. to enforce any right or provision of these Terms of Use will not be considered a waiver of those rights. The waiver of any of these rights or provisions will be valid only if in writing and signed by a duly authorized representative of Groupe Vingt-Quatre Inc.. Except as expressly provided in these terms of use, the enforcement by you or us of the provisions of these terms will not prejudice any other remedies you or we may have.

Your use of the Covered Services also signifies your unconditional acceptance of our TERMS & PRIVACY POLICY available on [our website at this address: https://www.le24.ca/politique-de-confidentialite](https://www.le24.ca/politique-de-confidentialite) By using our data backup program (the "Program"), you agree to these terms of use and agree to abide by them. In the event of force majeure, we reserve the right to terminate the service at any time.

If you do not agree to these Terms of Use, you must not use our data backup program (the "Program").

***BY ACCESSING OR USING THE SITE OR SERVICES, YOU AGREE TO BE BOUND BY THESE TERMS OF USE. IF YOU DO NOT AGREE WITH ANY OF THESE TERMS, YOU SHOULD NOT ACCESS OR USE THE SITE OR THE SERVICES.**

**** ALL SALES ARE SUBJECT TO LE GROUPE VINGT-QUATRE INC.'S TERMS AND CONDITIONS OF SALE. ***

Notices and correspondence addressed to LE GROUPE VINGT-QUATRE INC. must be sent to info@le24.ca. To contact GROUPE VINGT-QUATRE INC. 34 Chemin des Epinettes, Lac-Beauport, Qc, G3B 2P5

27. ZOHO Additional Information

Zoho Certifications: ISO/IEC 27001 is one of the most widely recognized independent international security standards. This certificate is granted to organizations that comply with ISO's high-level international standards. Zoho has achieved ISO/IEC 27001:2013 certification for applications, systems, people, technologies and processes.

Applicable to All cloud services and on-premises products from Zoho, ManageEngine, Site24x7, Qntrl and GSP Solution.

ISO/IEC 27017 provides guidance for information security controls applicable to the provision and use of cloud services by providing additional implementation guidance for the relevant controls specified in ISO/IEC 27002 and additional controls with implementation guidance that relates specifically to cloud services.

Zoho is ISO/IEC 27017:2015 Certified - Information Technology - Security Techniques - Code of Practice for Information Security Controls based on ISO/IEC 27002 Standard for Cloud Services.

Applicable to All cloud services from Zoho, ManageEngine, Site24x7 and Qntrl.

ISO/IEC 27018 establishes commonly accepted control objectives, controls, and guidelines for implementing safeguards for personally identifiable information that is processed in a public cloud. These controls are an extension of the ISO/IEC 27001 standards,



ISO/IEC 27002 and ISO/IEC 27018 which provide guidance to relevant organizations on how their cloud providers handle personally identifiable information (PII). Applicable to All cloud services from Zoho, ManageEngine, Site24x7 and Qntrl.

Zoho is SOC 2 Type II compliant. SOC 2 is an assessment of the design and operating effectiveness of controls that meet the criteria of the AICPA Approval Services Principles. Applicable to All cloud services and on-premises products from Zoho, ManageEngine, Site24x7, Qntrl, TrainerCentral and Zakya.

ISO 9001 is defined as the international standard that specifies the requirements for a quality management system (QMS). Organizations use the standard to demonstrate their ability to consistently provide quality products and services that meet customer and regulatory requirements. Zoho Desk, Zoho HRMS and Finance application suites comply with ISO 9001 requirements. Applicable to Zoho Desk, Zoho Creator, Zoho Projects, Zoho CRM, Zoho HRMS (e.g.) Zoho People, Zoho Payroll products and Zoho Finance Plus (e.g.) Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Subscriptions, Zoho Expense, Zoho Checkout.

SOC 2 + HIPAA - An independent third-party audit firm reviewed the description of the system related to application development, production support and general information technology controls for services provided to customers, from the center of Zoho's offshore development, based on the security, privacy and infringement requirements defined in the Administrative Simplification of the Health Insurance Portability and Accountability Act (HIPAA). Accountability Act). Zoho's liability is limited to the extent that it acts as a "business associate". Applicable to Zoho CRM, Zoho Bookings, Zoho Survey, Zoho Forms, Zoho Desk, Zoho Expense, Zoho Checkout, Zoho Creator, Zoho Analytics, Zoho Mail, Zoho Sheet, Zoho Workdrive, Zoho Sign, Zoho SalesIQ, Zoho Sales Inbox, Zoho Meeting , Zoho Pagesense, Zoho Books, Zoho Inventory, Zoho People, Zoho Vault, Zoho Notebook, Zoho Show, Zoho Sprints, Zoho Connect, ZohoOne Engineering, Zoho Bigin, Zoho Campaigns, Zoho Sites, Zoho Assist, Zoho Invoice, Zoho Subscriptions, Zoho Recruit, Zoho Flow, Zoho Writer, Zoho Learn, Zoho Projects, Zoho Cliq, Zoho Marketing Automation, ManageEngine ServiceDesk Plus Cloud, ManageEngine ServiceDesk Plus On-Premises, ManageEngine Desktop Central/MSP on-Premises, MedicalMine, Qntrl

ISO/IEC 27701 is an extension of the ISO/IEC 27001 and ISO/IEC 27002 standards for managing privacy in the context of the organization. The certification standard is designed to enhance the existing Information Security Management System (ISMS) with additional requirements to establish, implement, maintain and continually improve an Information Security Management System. Privacy Information (ICMS). This standard enables organizations to demonstrate compliance with the various privacy regulations around the world that apply to them. Applicable to All business units, cloud services and on-premises products of Zoho, ManageEngine, Site24x7, Qntrl that operate as personally identifiable data controller and/or personally identifiable data processor.

Zoho is SOC 1 Type II compliant as per AICPA's SSAE18 standard and IAASB's ISAE 3402 standards. SOC 1 reports are primarily concerned with examining controls that are relevant for the financial reporting of customers. Applicable to Zoho Books, Zoho Invoice, Zoho Expense, Zoho Inventory, Zoho Subscriptions, Zoho Checkout, Zoho Payroll, Zoho CRM, Zoho Mail, Zoho Projects, Zoho Creator, Zepto Mail.