

PRIVACY NOTICE

9311-1664 Québec Inc. · doing business as Parts-IQ

Website

www.parts-iq.net

Last updated

15 August 2026

1. Introduction

This Privacy Notice explains how 9311-1664 Québec Inc., doing business as Parts-IQ ("Parts-IQ", "we", "us", or "our"), collects, uses, shares, and protects personal information when you visit www.parts-iq.net (the "Site") or use our electronic-component sourcing and consulting services (the "Services").

We collect only the information needed to operate, secure, and improve the Services. We do not sell or rent personal information and do not use it for purposes unrelated to those described in this notice.

2. Who is responsible for your information

9311-1664 Québec Inc. is responsible for personal information processed by Parts-IQ.

Registered address

7770 17e Avenue, Suite 101, Montréal, Québec H2A 0A4, Canada.

Quebec enterprise number (NEQ)

1170429857

Privacy contact

The President - person responsible for the protection of personal information
info@parts-iq.net

3. Information we collect

Account and contact information: email address, first and last name, company name, country code, phone number, role, password hash if you choose to set a password, and account preferences.

Sourcing requests: part numbers, manufacturers, quantities, comments, request status, cancellation details, messages exchanged with Parts-IQ operators, and reports provided as the result of a completed request.

Authentication and security information: one-time login-code records, failed-attempt counters, refresh-token hashes, session information, IP address, timestamps, and limited technical logs required to authenticate users, prevent abuse, investigate errors, and protect the Services. One-time codes, passwords, and refresh tokens are stored as hashes where applicable; Parts-IQ does not store passwords in plain text.

Business information: bills of materials, component lists, specifications, supplier details, or other documents you choose to provide so that we can perform the Services. We treat this information as confidential. If a document contains personal information about another person, you are responsible for having authority to provide it to us.

Local form data: while you prepare a sourcing request, the Site may store a draft in your browser's session storage. This draft remains on your device and is sent to Parts-IQ only when you submit the request. It is removed when the browser session ends or after successful submission, subject to browser behavior.

Please do not submit sensitive personal information, such as health, religious, political, biometric, or government-identifier data, because the Services do not require it.

4. Why we use information

We use personal information to:

- create and manage accounts;
- authenticate users by one-time code or password;
- receive, process, and complete sourcing requests;
- communicate about requests and provide reports;
- maintain request history and account settings;
- operate, troubleshoot, secure, and prevent abuse of the Site and Services;
- meet legal, accounting, regulatory, and dispute-resolution obligations; and
- improve the Services using aggregated or de-identified information where practical.

Where applicable law requires a legal basis, processing is based on performance of our contract with you, our legal obligations, your consent, or our legitimate interests in operating and securing the Services. We will not use personal information for a new incompatible purpose without notice and, where required, consent.

5. What we do not do

We do not sell or rent personal information. We do not share it with third parties for their own advertising. The current Site does not use advertising or marketing cookies and does not make decisions about a person based solely on automated processing that produce legal or similarly significant effects.

6. Cookies and browser storage

The Site uses a strictly necessary, HTTP-only authentication cookie to keep signed-in users authenticated. The cookie is limited to the authentication path, uses SameSite=Lax, and is configured for secure transmission in production. It may remain for up to 30 days unless you sign out or clear browser data.

The request form uses browser session storage as described in Section 3. Visual effects, including content-reveal animations, do not track users and do not collect or transmit personal information.

If analytics or optional cookies are introduced later, this notice and the consent controls will be updated before those technologies are used where consent is required.

7. When we share information

We disclose personal information only when necessary to:

- infrastructure, database, hosting, storage, and email-delivery providers acting on our instructions;
- Parts-IQ personnel and contractors who need the information to process a request or support the Services;
- professional advisers such as accountants, auditors, insurers, or lawyers;
- public authorities when disclosure is required by law or necessary to protect legal rights and safety; or
- a buyer or successor in connection with a merger, financing, reorganization, or sale of all or part of the business, subject to appropriate confidentiality and legal safeguards.

Service providers may use the information only to perform services for Parts-IQ and must protect it appropriately.

8. International processing

Parts-IQ is based in Québec and serves clients internationally. Personal information may be processed outside your province, state, or country, including in Canada and in countries where our service providers operate. Information processed outside Québec may be subject to the laws of the destination jurisdiction and accessible to its courts, law-enforcement bodies, or regulators.

Before communicating personal information outside Québec, Parts-IQ assesses relevant privacy factors and uses contractual or other safeguards required by applicable law. Where the EU or UK GDPR applies, we use a recognized transfer mechanism when required.

9. Retention

We retain personal information only for as long as reasonably necessary for the purposes described in this notice, including to provide the Services, maintain request and account history, resolve disputes, protect security, and satisfy legal obligations.

Retention periods depend on the type of information, the relationship with the user, the sensitivity of the information, and legal requirements. Authentication codes and expired authentication tokens are kept only as long as needed for authentication and security controls. Business records may be kept longer where tax, accounting, contractual, or legal rules require it. At the end of the applicable period, information is deleted, securely destroyed, or de-identified.

10. Security

We use reasonable administrative, technical, and organizational safeguards appropriate to the sensitivity of the information. These include encrypted transmission, restricted access, hashed passwords and authentication secrets, secure cookie settings in production, and careful selection of service providers.

No online service can guarantee absolute security. If a privacy incident creates a risk of serious injury or another notification threshold under applicable law, we will notify affected individuals and regulators as required.

11. Your rights

Depending on where you live, you may have rights to request access to personal information we hold about you, learn how it has been used or disclosed, correct inaccurate or incomplete information, withdraw consent where processing relies on consent, request deletion where applicable, or complain to a privacy regulator. Certain rights are subject to legal exceptions.

Québec and Canadian residents may request access to and correction of their personal information. Québec residents may also have rights concerning computerized personal information, including portability where applicable. We will respond within the period required by applicable law.

Residents of the EEA, United Kingdom, California, and other jurisdictions may have additional rights, including objection, restriction, portability, deletion, or rights related to the sale or sharing of personal information. Parts-IQ does not sell or share personal information for cross-context behavioural advertising.

To exercise a right, email info@parts-iq.net. We may request information needed to verify your identity and protect your account. You may also complain to the Commission d'accès à l'information du Québec, the Office of the Privacy Commissioner of Canada, or another competent local authority.

12. Children

The Services are intended for businesses and professionals and are not directed to children under 16. We do not knowingly collect personal information from children. If you believe a child has provided personal information, contact us so that we can investigate and delete it where required.

13. Third-party links

The Site may link to websites operated by third parties. Their privacy practices are governed by their own notices, and Parts-IQ is not responsible for those practices.

14. Changes to this notice

We may update this notice as the Services or legal requirements change. The "Last updated" date identifies the current version. If a change is material, we will provide additional notice where required.

15. Contact

Parts-IQ / 9311-1664 Québec Inc.

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Montréal, Québec H2A 0A4
Canada
info@parts-iq.net