

Privacy Policy

Last updated: August 31, 2026

Giant Steps ("Giant Steps," "we," "us," or "our") is committed to protecting the privacy and confidentiality of personal information entrusted to us.

This Privacy Policy applies to the website operated by Giant Steps at **giantstepsmontreal.com**, including its English and French-language sections. The domain **apasdegeantmontreal.com** is an alternate domain name that redirects visitors to the French-language section of the Giant Steps website.

This Privacy Policy explains how Giant Steps collects, uses, communicates, retains, and protects personal information through its website and related online services.

This Policy is intended to reflect Giant Steps' obligations under applicable Québec and Canadian privacy legislation, including the *Act respecting the protection of personal information in the private sector*, as amended by Québec's Law 25.

1. About Giant Steps

Giant Steps is a Québec-based organization dedicated to supporting autistic individuals and their families through education, therapeutic services, training, resources, employment-related initiatives, research, and community programs.

The Giant Steps website provides information about the organization's school, Resource and Training Centre, Foundation, programs, services, activities, events, employment opportunities, and other initiatives.

Giant Steps

4400 rue Molson
Montréal, Québec H1Y 0A3
Canada

Telephone: 514-935-1911

General email: reception@giantstepsmontreal.com

2. What Is Personal Information?

Personal information is information about an identifiable individual.

Depending on how you interact with Giant Steps, we may collect information such as:

- Name;
- Email address;
- Telephone number;

- Mailing or other contact information;
- Organization, employer, or professional affiliation;
- Information contained in messages or inquiries;
- Registration information;
- Donation-related information;
- Employment or volunteer application information;
- Information necessary to administer programs, services, events, or activities;
- Information relating to your communications with Giant Steps; and
- Technical information relating to your use of our website.

Because Giant Steps provides services to children, youth, adults, families, and professionals, some information collected in connection with our programs and services may be sensitive. We apply appropriate safeguards to such information in accordance with applicable law.

Please do not submit medical, health, educational, financial, or other sensitive personal information through a general website contact form unless Giant Steps specifically asks you to do so.

3. Information We Collect Automatically

When you visit our website, certain technical information may be collected automatically by the website, hosting provider, security services, analytics tools, or other technologies.

This information may include:

- IP address;
- Browser type and version;
- Operating system;
- Device type;
- Pages visited;
- Date and time of visits;
- Referring website;
- Website interactions and usage information; and
- Technical information required to maintain website security and functionality.

This information may be used to maintain and secure our website, understand website usage, diagnose technical problems, and improve our online services.

4. Cookies and Similar Technologies

Our website may use cookies and similar technologies.

Cookies are small data files stored on your device when you visit a website. Some cookies are necessary for the website to function, while others may help us understand how visitors use the website or improve website performance.

Depending on the configuration of the website, we may use:

- Essential or strictly necessary cookies;
- Functional cookies;
- Security-related technologies;
- Analytics technologies;
- Performance-related technologies; and
- Technologies provided by third-party service providers.

Where required by applicable law, Giant Steps will obtain consent before using non-essential cookies or similar tracking technologies.

You may manage or disable cookies through your browser settings. Disabling certain cookies may affect the functionality of the website.

5. Information You Provide to Us

We may collect personal information when you:

- Submit a contact or information request;
- Email or telephone us;
- Register for a program, event, training session, or activity;
- Make a donation;
- Subscribe to communications;
- Apply for employment or volunteer opportunities;
- Request information or resources;
- Apply for admission to Giant Steps School; or
- Otherwise communicate with Giant Steps.

We collect only the information that is reasonably necessary for the relevant purpose.

6. How We Use Personal Information

We may use personal information to:

- Respond to questions and requests;
- Provide information, programs, services, and resources;
- Administer registrations and events;
- Process and administer donations;
- Communicate with donors, families, students, professionals, volunteers, employees, and community members;
- Administer employment and volunteer recruitment;
- Manage admissions and related administrative processes;
- Improve our programs, services, and website;
- Maintain website security;
- Conduct appropriate analytics and reporting;
- Maintain organizational and financial records;
- Comply with legal and regulatory requirements; and
- Carry out other purposes permitted or required by law.

We will not use personal information for a new purpose that is incompatible with the purpose for which it was collected unless permitted by law or the required consent has been obtained.

7. Consent

Where required by applicable law, Giant Steps will obtain consent before collecting, using, or communicating personal information.

Depending on the circumstances and applicable law, consent may be express or implied.

You may withdraw consent to certain uses of your personal information, subject to legal or contractual restrictions and reasonable notice. Withdrawal of consent does not affect the lawfulness of processing that occurred before consent was withdrawn.

8. Donations and Third-Party Services

Certain services available through our website may be provided by independent third-party service providers.

For example, donation transactions may be processed through an external fundraising or payment platform. When you interact directly with such a platform, the personal information you provide may be subject to that provider's privacy policy and terms of service.

Giant Steps does not control the privacy practices of independent third-party platforms.

We encourage you to review the privacy policy of any third-party service before providing personal information through that service.

9. Admissions and Educational Services

Certain Giant Steps services may use external systems.

Applications for admission to Giant Steps School may be submitted through a separate online admissions platform identified through our website.

Information submitted through an external admissions or educational platform may be governed by the privacy practices and terms applicable to that platform in addition to Giant Steps' privacy obligations.

The collection and handling of student, family, educational, health, or other sensitive information may be subject to additional legal requirements.

The general website contact form should not be used as a substitute for the appropriate admissions or educational-service process.

10. Service Providers

Giant Steps may use third-party service providers to operate and maintain its website, communications systems, analytics, security, fundraising systems, hosting infrastructure, and other digital services.

These providers may process personal information on Giant Steps' behalf where reasonably necessary to provide their services.

Giant Steps takes reasonable measures to ensure that service providers receiving personal information provide appropriate safeguards and use the information only for authorized purposes.

11. Information Communicated Outside Québec

Some service providers may store or process personal information outside Québec or Canada.

Before communicating personal information outside Québec where required by Québec law, Giant Steps will take the legally required steps to assess the relevant privacy protections and risks and will implement appropriate safeguards or measures.

12. Disclosure of Personal Information

Giant Steps does not sell personal information.

We may communicate personal information:

- With your consent;
- To service providers where necessary to provide a service;
- When required or authorized by law;
- To comply with a court order or legal process;
- To protect the safety, rights, or property of Giant Steps or another person;
- In connection with an authorized transaction or organizational activity; or
- In other circumstances permitted by applicable law.

13. Communications and Newsletters

If you voluntarily subscribe to receive newsletters or other communications from Giant Steps, we may use your contact information to send those communications.

You may withdraw your consent or unsubscribe from non-essential communications at any time by using the unsubscribe mechanism provided in the communication or by contacting us.

Where applicable, electronic communications will be sent in accordance with Canada's Anti-Spam Legislation and other applicable requirements.

14. Retention and Destruction of Personal Information

Giant Steps retains personal information only for as long as reasonably necessary for the purposes for which it was collected, to provide services, maintain appropriate records, resolve disputes, comply with legal obligations, and protect our legitimate interests.

Retention periods may vary depending on the nature and sensitivity of the information and applicable legal or regulatory requirements.

When personal information is no longer required, Giant Steps will take reasonable measures to securely destroy it or anonymize it, subject to applicable retention requirements.

15. Security

Giant Steps uses reasonable administrative, technical, and physical safeguards appropriate to the sensitivity of personal information.

These measures may include access controls, authentication, security monitoring, secure systems, contractual safeguards, and organizational policies and procedures.

No electronic transmission or storage system can be guaranteed to be completely secure.

16. Privacy Incidents

Giant Steps maintains procedures for responding to privacy incidents involving personal information.

Where an incident presents a risk of serious harm, Giant Steps will take the measures required by applicable law, which may include notifying affected individuals and the Commission d'accès à l'information du Québec.

Giant Steps will maintain records of privacy incidents as required by law.

17. Your Privacy Rights

Subject to applicable legal exceptions, you may have the right to:

- Request access to personal information held about you;
- Request correction of inaccurate, incomplete, or outdated information;
- Withdraw consent to certain uses of your personal information;
- Ask questions about the collection, use, or communication of your personal information; and
- Exercise other rights provided under applicable privacy legislation.

Requests should be made in writing to the person responsible for the protection of personal information.

Giant Steps may need to verify your identity before responding to an access or correction request.

18. Person Responsible for the Protection of Personal Information

Giant Steps has designated the following person as responsible for the protection of personal information:

Alain Beaudoin

Director General, Giant Steps

Telephone: **514-935-1911 ext. 130**

Mailing address:

Giant Steps
4400 rue Molson
Montréal, Québec H1Y 0A3
Canada

Privacy-related requests, questions, complaints, access requests, and correction requests may be directed to Mr. Beaudoin.

For general inquiries:

reception@giantstepsmontreal.com

19. Children and Minors

Giant Steps provides services and programs involving children and youth.

We take particular care when handling personal information concerning minors and apply the protections required by applicable privacy legislation.

We ask website visitors not to provide unnecessary personal or sensitive information about a child through general website forms.

Where consent is required for the collection, use, or communication of information concerning a minor, Giant Steps will follow the requirements applicable to the circumstances.

20. Third-Party Websites and Social Media

Our website may contain links to third-party websites, platforms, social media services, donation systems, educational platforms, and other external resources.

These third parties operate independently from Giant Steps. Once you leave our website or interact directly with a third-party platform, the third party's privacy policy and terms may apply.

Giant Steps is not responsible for the privacy or security practices of third-party websites that we do not control.

21. Changes to This Privacy Policy

Giant Steps may update this Privacy Policy from time to time to reflect changes in our practices, technology, services, or applicable laws.

The “Last updated” date at the top of this Privacy Policy indicates when the policy was most recently revised.

Where required by law, Giant Steps will provide notice of material changes.

22. Contact Us

For questions, complaints, access requests, correction requests, or other matters concerning privacy, please contact:

Alain Beaudoin

Director General and Person Responsible for the Protection of Personal Information

Giant Steps

4400 rue Molson

Montréal, Québec H1Y 0A3

Canada

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For general inquiries:

reception@giantstepsmontreal.com