



Privacy Policy

The Festival des Guitares du Monde en Abitibi-Témiscamingue ("FGMAT") is committed to protecting privacy in the collection of personal information necessary for ticketing operations and the use of our website, mobile application, and social media platforms.

Collection of Personal Information

Here are some types of personal information we collect about you:

- Name and preferred language of communication.
- Contact information, phone number, physical and email address.
- Payment information used (including payment card number, expiration date, and CVV code).
- Information related to ticket reservations, donations, or any other supplementary service.
- Date of birth.
- Interests and preferences in cultural activities.

Personal information is collected through various points of contact (call center, ticketing platform, website, and social media) when purchasing tickets for a show, making a donation, or using a supplementary service, communicating with customer service, participating in a survey, or interacting on our social media accounts.

Use and Disclosure of Your Information

We use and disclose personal information for the following purposes:

- Processing the purchase of tickets presented by the Festival des Guitares du Monde en Abitibi-Témiscamingue.
- Establishing and confirming your identity.
- Responding to information requests and managing customer accounts.
- Developing marketing strategies, market analysis, and surveys.
- Targeting the needs, interests, and preferences of users for our shows and supplementary services.
- Monitoring the quality of customer service and preventing fraud.

Right of Access

Upon written request and providing proof of identification, you can access, modify, or request the removal of information concerning you. However, some refusals to provide personal information may limit the provision of ticketing or communication services.

Information Automatically Collected by the Website

When a user access fgmat.com, automatic information exchange occurs between their computer, the site's server, Google Analytics servers, Google AdWords, and Facebook.

The exchanged information includes:

- Internet service provider's domain name and user's IP address.
- Type of browser, device, and operating system used to access the site.
- Date and time of site access.
- Pages visited on the site.
- Original website address.

This information exchange is necessary for the proper functioning of the site. The information is kept for statistical purposes and is also stored in data logs for security and site traffic statistics. Information in these logs may be disclosed to third parties for security verifications or law enforcement investigations. They are not used for any other purpose.

Your IP address is also collected but anonymized (truncated) to ensure the confidentiality of information about you. Anonymizing an IP address prevents the identification of an internet user through it.

Google uses the collected information solely to produce statistics and reports on navigation on this site, enabling the government to improve its electronic service delivery. Google will not, under any circumstances, correlate the information collected on this site with any other data it holds.

If desired, you can prevent Google from recording information about your browsing by installing the Google Analytics Opt-out Browser Add-on on your computer.

Links to Other Sites

The Commission's website provides hyperlinks to other sites. The information exchanged on these sites is not subject to this privacy policy but to the external site's privacy policy, if one exists.

Contact Information

If you have any questions or comments about this policy, or if you wish to access or correct your personal information, you can contact us by email or mail:

Mr. Jean Royal
President
Festival des Guitares du Monde en A-T
37, 7th Street
Rouyn-Noranda, Québec
J9X 1Z6
Phone : (819) 797-8288
Info@fgmat.com

Privacy Policy Modification

FGMAT will periodically review and update its policies and procedures to ensure compliance with applicable rules, regulations, and standards and to accommodate new technologies. As a result, our Privacy Policy may be amended from time to time. We will post any changes to our policy on our websites, and if the changes are significant, we will provide a more visible notice.

This Privacy Policy was last updated on September 5, 2023.

Please note that both the French and English versions of our Privacy Policy have equal legal value.