

Firm Data Processing Addendum

Status: Version 2026-08-16. Default execution is in-product clickwrap by a firm administrator (workspace creation or Settings). A wet-ink or DocuSign countersignature is optional. Have counsel review before relying on it.

Parties: the consulting **Firm** (controller of client personal information) and **Yuzu Solutions Inc.** (processor / service provider), operator of Dossierly.

Aligned with: PIPEDA; Québec *Act respecting the protection of personal information in the private sector* (Law 25); CICC file-management duties.

Privacy Officer (processor): Adrien Yvin — info@dossierly.ca

1. Subject matter and duration

Yuzu Solutions Inc. processes personal information that the Firm or the Firm's clients and booking guests enter into or upload to Dossierly (identity and contact data, language, immigration questionnaires, supporting documents, notes, bookings, portal activity, and calendar or meeting details when a consultant connects those tools) **only** to provide the SaaS, for security, and as the law requires.

This addendum lasts for the term of the Firm's use of the service and until deletion or return of the information, subject to backups and legal holds.

2. Roles

- The **Firm** is responsible for the client file: purposes, consent (including express consent for sensitive information and parental authorization for children under 14 in Québec), College duties, and notices to individuals.
- **Yuzu Solutions Inc.** processes that information on documented instructions of the Firm (use of the product, configuration, and this addendum). Yuzu Solutions Inc. is controller of staff-account information it needs to run the service.

If an instruction would break the law, Yuzu Solutions Inc. may refuse it and will tell the Firm.

3. Processor obligations

Yuzu Solutions Inc. will:

1. Process personal information only on the Firm's instructions, including with subprocessors listed in the public subprocessors document.
2. Ensure persons it authorizes to process the information are bound by confidentiality.
3. Implement safeguards proportionate to sensitivity: TLS; Canada-hosted system of record; per-firm application-layer encryption of documents and many client fields; tenant isolation; access controls; audit logs.

4. Not sell client file contents or use them for advertising.
5. Assist the Firm with access, rectification, portability, withdrawal, and destruction requests reasonably related to the service (including in-product export and destroy tools).
6. Maintain a register of confidentiality incidents. Notify the Firm **without undue delay** after becoming aware of an incident affecting the Firm's information, with facts the Firm needs for CAI / OPC / individual notices. Notify CAI and OPC when the law requires Yuzu Solutions Inc. to do so.
7. Delete or return Firm personal information at end of service, subject to the Firm's retention settings, CICC-related six-year closed-file hold in the product, and backup/PITR cycles disclosed in the Privacy Policy.
8. Make available information reasonably necessary to demonstrate this addendum (security summary, subprocessors, EFVP conclusions at a high level).
9. Not move the primary database out of Canada Central without prior written notice and an updated extra-Québec assessment.

4. Extra-Québec processing

The Firm acknowledges that:

- Database, authentication, and stored files are hosted in Canada (AWS Montréal region via Supabase).
- Application hosting/logs (Vercel), transactional email (Resend), and optional Google, Microsoft, Zoom, and Square services may process personal information **outside Québec**, including the United States.
- Optional tools are off until the Firm or a staff member enables them. Enabling them is an instruction to communicate the related information to that provider.
- Yuzu Solutions Inc. has conducted privacy impact assessments for the product and for those extra-Québec communications. The Firm remains responsible for **its own** Law 25 EFVP when it acquires this system and when it enables extra-Québec tools. Templates are provided in the download pack.

5. Firm obligations

The Firm will:

1. Ensure a lawful basis and valid consent for client and guest personal information, including sensitive information.
2. Configure roles so only authorized staff open files.
3. Not instruct Yuzu to process information unlawfully.
4. Notify Yuzu Solutions Inc. promptly of incidents involving Firm credentials, misdirected portal invitations, or suspected unauthorized access.
5. Use destroy and export tools in line with College and privacy duties.
6. Be responsible for content it or its clients submit and for immigration advice and filings.

6. Subprocessors

The Firm authorizes the processors listed in [yuzu-subprocessors.pdf](#) as updated from time to time. Yuzu Solutions Inc. will impose comparable protection by contract and will update the public list when processors change. For a new extra-Québec processor, Yuzu will update its transfer assessment.

7. Liability

Each party's liability under this addendum is subject to the limitation of liability and mandatory-law carve-outs in the Terms and Conditions. Nothing in this addendum requires either party to contract out of PIPEDA, Law 25, or other rules that cannot be waived.

8. Governing law

This addendum is governed by the laws of Québec and the federal laws of Canada applicable there, without prejudice to mandatory consumer protections. Disputes between the Firm and Yuzu Solutions Inc. about this addendum are submitted to the courts of Québec, district of Montréal, unless the law requires otherwise.

9. Execution

This addendum is a written contract. It is executed when a firm administrator (1) opens this addendum, (2) confirms authority to bind the Firm, and (3) agrees to this version, at workspace creation or later in Settings. Dossierly records the administrator's user id, the timestamp, and the addendum version (2026-08-16).

A wet-ink or electronic countersignature is optional. If the Firm wants a countersigned copy, download this addendum and send it to info@dossierly.ca.

Signatures (optional countersignature)

Firm (controller)

Legal name: _____

Signatory name / title: _____

Date: _____

Signature: _____

Yuzu Solutions Inc. (processor)

Signatory: Adrien Yvin, Privacy Officer (or other authorized officer)

Email: info@dossierly.ca

Date: _____

Signature: _____