

Governance of personal information — public summary

Yuzu Solutions Inc. — operator of Dossierly

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This is the plain-language description of our governance policies required under Québec's *Act respecting the protection of personal information in the private sector* (Law 25). The full internal policies live in our compliance records. The binding public rules for users are in the [Privacy Policy](#).

Who does what

- Your **consulting firm** decides why client information is collected and is responsible for the immigration file (consent, retainers, College duties, notices to clients).
- **Yuzu Solutions Inc.** runs the software. We process client information on the firm's instructions. We are responsible for how we protect the platform and for staff-account information we use to operate it.

What we protect

Immigration files can include names, contact details, passports, questionnaires, supporting documents, notes, bookings, and information about family members (including minors). We treat that as sensitive.

Main rules we follow

1. Collect and use information only for operating Dossierly and the purposes in the Privacy Policy. We do not sell personal information.
2. Limit access inside each firm; Admin and Case Manager roles control workspace administration versus caseload work.
3. Encrypt data in transit. Keep the database, auth, and files in Canada (Montréal region). Encrypt many client fields and documents with a key per firm.
4. Keep optional tools (Google, Microsoft, Zoom, Square, product analytics) **off** until someone opts in.
5. Retain closed files by default for six years to support typical College rules, then allow secure destruction.
6. Help firms answer access, correction, portability, and deletion requests. You can also write to info@dossierly.ca. We aim to respond within 30 days.
7. Log confidentiality incidents. If the law requires, we notify the Commission d'accès à l'information, the Office of the Privacy Commissioner of Canada, affected firms, and individuals.
8. Assess privacy impacts before major system changes and before sending personal information outside Québec.

Where to read more

- Privacy Policy: </en/privacy>
- Subprocessors: [yuzu-subprocessors.pdf](#)
- Firm templates (DPA, EFVP, consent, incidents): listed on the Privacy Policy page