



General Terms and Conditions

1) Terms and conditions for registering for the STO rider panel

a) Purpose of the panel

The purpose of the STO rider panel, hereinafter referred to as "the panel", is to determine the satisfaction and needs of riders who take regular public transit, in order to improve the service provided. It is comprised of riders who are committed to public transit and would like to share their opinion on this topic. They receive e-mail invitations to complete surveys on various topics related to public transit and the STO's services. They may also be invited to test new products and services proposed by the STO.

b) Eligibility

Any riders who use the STO's regular public transit services can become panel members if they meet the following conditions:

- Be 16 years of age or older at the time of registration;
- Have a valid personal or work e-mail address;
- Not be employed by the STO or a marketing research company.

Individuals wishing to join the rider panel must go to sto.ca/riderpanel and follow the instructions to validate their registration.

By completing the registration, panel members accept these general terms and conditions.

c) Unsubscribing

Panel members may unsubscribe from the panel at any time by logging in to their personalized space and clicking "Remove me" or by sending an e-mail to enquetes@sto.ca.

2) Profile questionnaire and surveys

When registering, panel members must complete a profile questionnaire. They must also update their information when necessary.

This questionnaire helps to ensure that panel members represent every type of rider, that surveys are sent to the appropriate riders, and to provide additional information in order to analyse survey answers.

Panel members will receive approximately one e-mail per month inviting them to complete a survey, take part in a discussion group or test a product or service. Participation is entirely voluntary.

When panel members complete a survey, they agree to answer the questions honestly and thoughtfully.

3) Collection and protection of personal information

(Information pursuant to *An Act respecting access to documents held by public bodies and the protection of personal information*, R.S.Q. c. A-2.1)

When registering, panel members voluntarily provide certain personal information that allows STO employees responsible for the panel to send surveys or to contact panel members should they win a prize.

Personal information is dissociated from the survey answers, and the anonymized data are analysed.

Personal information is gathered by Le Sphinx Développement, which hosts the platform and surveys for the STO rider panel. It will not be sold, exchanged or transmitted to third parties.

Panel members are entitled to access their own personal information, to obtain a copy thereof or to request a change to any information that is inaccurate, incomplete, ambiguous or collected in violation of the law, by sending an e-mail to enquetes@sto.ca.

4) Incentives

Joining the panel and completing surveys is voluntary and free.

The STO reserves the right to organize prize draws among the respondents in certain surveys. The existence and value of prizes are subject to change. This information is explained in the e-mails and surveys.