

# INFORMATION ABOUT YOUR RIGHTS IN THE PROTECTION OF YOUR PERSONAL DATA

## 1. OUR COMMITMENT TO PROTECT YOUR PERSONAL DATA

---

So that you can browse our website in complete peace of mind, we, MERAND Mécapâte, as managing this website, wish to show you how we collect, process and use your personal data, to bring you new services from day to day in respect for your rights. We protect your privacy by ensuring the protection, confidentiality, non-alteration, availability and security of the personal data you entrust to us across all our communication channels.

We take all necessary measures to:

- ✓ provide you with clear and transparent information on how your personal data will be collected and processed;
- ✓ implement all technical and organisational measures necessary to protect your personal data against disclosure, loss, alteration or access by an unauthorised third party;
- ✓ keep your personal data only as long as is necessary for the purpose of the particular treatment or service.
- ✓ To achieve these objectives, we implement the appropriate technical and organisational measures to ensure that the processing complies with the applicable law on the protection of personal data.

### *1.1 On what occasions do we collect your personal data?*

---

Your personal data may be collected when:

- ✓ you have an account on our website;
- ✓ you visit our website which may use cookies;
- ✓ you subscribe to our newsletter;
- ✓ you answer our surveys / satisfaction questionnaires;
- ✓ you participate in a contest or game;
- ✓ you complete the information request form.

### *1.2 What personal information do we collect?*

---

We collect the information you provide to us in connection with our business relationship, including:

- when you create a customer account;
- when managing your orders;
- during your exchanges with our sales department / after sales service (exchange of emails, telephone calls etc.) ;

The items of information for which collection is strictly necessary to provide you with a service are indicated by an asterisk and generally concern your surname, first name, postal address, e-mail address, telephone number, deadlines of your project, type of your activity, and how you got to know MERAND Mécapâte.

We also collect personal information when you purchase our products or when you use our services. In particular, we collect information about the amount and nature of your purchases, information about your orders and your invoices.

In accordance with the regulations, we do not collect data that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, genetic personal data, biometric personal data for the purpose of identifying a person as an individual person, personal data relating to health or personal data concerning the sexual life or sexual orientation of an individual.

These categories of particular personal data are never collected or processed by MERAND Mécapâte.

# INFORMATION ABOUT YOUR RIGHTS IN THE PROTECTION OF YOUR PERSONAL DATA

## 2. HOW DO WE USE YOUR DATA?

---

We treat your personal information transparently and securely. Your personal information is collected for the purposes detailed below.

### 2.1 Managing our obligations to our customers

---

#### MANAGEMENT OF INFORMATION REQUESTS

As part of the performance of our duties towards our customers, we collect and use your personal information to manage our business relationship, including managing your requests for information, purchases and orders, to deliver your machines and offer our services and promotional offers.

#### COMMUNICATING WITH YOU

We collect and store your personal information to be able to communicate with you about your orders, invoices or complaints to the consumer services.

#### IMPROVING YOUR CUSTOMER EXPERIENCE

We analyse your personal information to improve your customer experience. Unless you object, these analyses allow us to offer you innovative products or complementary or promotional offers that meet your needs as far as possible.

#### LEGAL OR REGULATORY REQUIREMENT

We may be required to provide your personal information in the event of legitimate requests from public authorities, including meeting national security, law enforcement or anti-fraud enforcement requirements.

#### OTHER CASES

In all other cases, you will be notified of any data handling that MERAND Mécapâte plans to do.

### 2.2 Where are your personal data stored?

---

The data is stored in compliance with French legislation and European regulations.

We may have to share personal data with other companies where needed for the implementation of the services you have contracted or subscribed to (for example: delivery of machines). Transactions with a service provider who receives your data are subject to a contract, in order to guarantee the protection of your data and the respect of your rights.

If our service provider operates outside the European Union, we protect the confidentiality of your personal information and your rights by using the data protection clauses recommended by the European Commission.

The time limits for storing the data respect the recommendations of the CNIL and / or the legal responsibilities:

At the end of these time limits, we may proceed to archive the data, in particular to conform to the deadline requirements of lawsuits.

Duration of storage of personal data by MERAND Mécapâte The duration indicated covers the storage life on an active basis	
Data from your customer account	3 years from your last contact with MERAND Mécapâte
Data from your orders	3 years after placing the order
Account data for subscription to our newsletter	Duration of the subscription

## INFORMATION ABOUT YOUR RIGHTS IN THE PROTECTION OF YOUR PERSONAL DATA

### 2.3 Cookie Management

---

When you consult our Internet site, we may, if you agree, place cookies on your computer, using your navigation software. Cookies allow us during their period of validity or registration, to identify your computer at the time of your subsequent visits. Only the cookie's issuer is likely to read or modify the information contained in this cookie.

Below you will find information about cookies that may be stored on your computer when you visit MERAND Mécapâte website pages, as well as ways which allow you to remove or refuse the registration of these cookies on your computer.

COOKIE NAME	COOKIE DESCRIPTION
CATEGORY_INFO	Stores the category info on the page that allows displaying pages more quickly.
CUSTOMER_INFO	An encrypted version of the customer group you belong to.
CUSTOMER_SEGMENT_IDS	Stores the Customer Segment ID
EXTERNAL_NO_CACHE	A flag, which indicates whether caching is disabled or not.
FRONTEND	Your session ID on the server.
LAST_CATEGORY	The last category you visited.
LAST_PRODUCT	The most recent product you have viewed.
NO_CACHE	Indicates whether it is allowed to use cache.
STORE	The language you have selected.
USER_ALLOWED_SAVE_COOKIE	Indicates whether a customer is allowed to use cookies.
VIEWED_PRODUCT_IDS	The products that you have recently viewed.

By using the settings of your browser, you can, at any time, simply and at no cost, choose whether to accept the registration of cookies on your computer. You can configure your browser software as you wish, so that cookies are accepted and saved on your computer or, conversely, so that they are refused.

You can set your browser software to ensure:

- that acceptance or refusal be offered to you promptly, before a cookie is likely to be registered;
- that saving cookies on your computer are systematically refused.
- Warning: Any setting that you can undertake on your browser regarding the acceptance or refusal of cookies may change your Internet browsing and your access to certain services requiring the use of cookies.
- If you choose to refuse the recording of cookies on your computer or if you delete those registered there, we accept no responsibility for the consequences relating to the degraded operation of our services, which may result from it being impossible for us to register or consult the cookies necessary for their operation, as you will have refused or deleted them.

**HOW DO YOU EXERCISE YOUR CHOICE, DEPENDING ON THE BROWSER YOU USE?** The configuration of each software is different. It is usually described in the help menu of your browser software. We advise you to find out. You will then be able to know how to modify your wishes regarding cookies.

- For Internet Explorer;
- for Safari
- for Chrome
- for Firefox
- for Opera

## INFORMATION ABOUT YOUR RIGHTS IN THE PROTECTION OF YOUR PERSONAL DATA

### 3. HOW CAN YOU EXERCISE YOUR RIGHTS?

---

In order to allow you to control our use of your personal data, you have the following rights:

- ✓ right to object to our processing of your personal data;
- ✓ right to access your personal data that we process;
- ✓ right to rectify it;
- ✓ right to delete;
- ✓ right to portability of your data;
- ✓ right to restrict processing
- ✓ right to set guidelines for the storage, erasure and communication of your personal data after your death.

#### YOU CAN EXERCISE YOUR RIGHTS:

- through your reselling account
- by email, accompanied by a copy of any identity document: [marketing@merand.fr](mailto:marketing@merand.fr)
- by mail accompanied by a copy of any identity document by writing to
- Marketing Service (ZI de la Turbanière, 35533 Noyal sur Vilaine, France)
- If you would like more information on the content of these rights, please contact us at the addresses above. We will provide you with our answers to your requests as soon as possible and in any case within one month of receiving your requests.

### 4. OUR DATA SECURITY MEASURES

---

#### *4.1 Our security and confidentiality commitments*

---

Respecting your right to the protection, security and confidentiality of your data is our priority.

MERAND Mécapâte implements organisational and technical security measures adapted to the degree of sensitivity of personal data to protect them against malicious intrusion, loss, alteration or disclosure to unauthorised third parties.

When developing, designing, selecting and using our services based on the processing of personal data, MERAND Mécapâte takes into account the right to the protection of personal data from the moment they are designed.

All personal data being confidential, access is limited to MERAND Mécapâte employees or service providers acting on behalf of MERAND Mécapâte, who need it for the execution of their assignments. All of the persons who have access to your Personal Data are bound by a duty of confidentiality and subject to disciplinary actions and/or other sanctions if they fail to meet these obligations.

Transactions with a third party are subject to a contract to ensure the protection of your personal data and the respect of your rights.

We are fully committed to the effective protection of the personal data you entrust to us. In this constant concern for security and protection, we encourage you to exercise great care to prevent any unauthorised access to your personal data and to protect your devices (computer, smartphone, and tablet) against any unwanted or even malicious access, by using a strong password, which it is recommended to change regularly. If you share a terminal, we recommend that you shut it down each time after use.

#### *4.2 Our delegate for the protection of personal data*

---

Our delegate for the protection of personal data (DPO) is available to answer your questions at the following address: [marketing@merand.fr](mailto:marketing@merand.fr)