

Privacy policy for customer, prospect and provider data

1. Purpose of data collection

AUBRILAM, in its capacity as data controller, collects personal data from its customers and providers (in particular surname, first name, postal address, e-mail address, telephone number) for the purposes of the proper administration and execution of contracts and for the proof of its obligations. These data are subject to computer processing.

The provision of this information is a prerequisite for the conclusion and proper execution of any contract. Failure to provide this information may delay or jeopardise the conclusion and/or performance of the contract.

AUBRILAM may also use personal data for commercial canvassing purposes, in particular by sending newsletters by e-mail or post in order to optimise the products and services it offers.

2. Recipients of the data

These data may be transmitted to:

- AUBRILAM staff in charge of customer management, with regard to customer data,
- AUBRILAM staff in charge of provider management, with regard to provider data,
- the marketing, sales and IT departments for commercial canvassing and the sending of newsletters,
- AUBRILAM service providers and subcontractors which we have chosen and identified to carry out, on our behalf, all or part of our activities, as well as our consultants, accountants and technical service providers (our hosting and maintenance providers).
- public authorities as part of a legal obligation.

3. Identity of the data controller

The data controller is AUBRILAM, whose registered office is located at 83 rue Fontgiève 63057 Clermont-Ferrand.

4. Data retention period

These data are retained for the time necessary for the proper performance of the contract and for proof of the obligations contained therein, plus the applicable legal requirements. The data are archived for the duration of the statutory limitation period (5 years for most items from the end of the business relationship; 10 years from the end of the business year for accounting documents; 13 months for cookies). Beyond these periods, the data are deleted.

Precise data storage and retention information is recorded in the processing registers kept by our company. For any further information on these periods, it is possible to contact the Data Protection Officer whose details are indicated at the bottom of this document.

5. Your rights regarding your personal data

No automated decisions are taken on the basis of the personal data provided. As the person concerned by the data collection, you have:

- a right to access,
- a right to object,
- a right to query,
- a right to rectification,
- a right to erasure,
- a right to restriction of processing,
- a right to portability of your personal data, as well as a right to define the general and specific guidelines of how you intend to exercise these rights after your death.

When you receive e-mail newsletters, you can, at any time, oppose commercial canvassing free of charge by clicking on the link provided for this purpose within the e-mail sent to you or by sending a letter or an e-mail to the addresses indicated at the end of this document.

Where the processing is based on your consent, you also have the option of withdrawing your consent at any time. Any withdrawal of your consent will only be effective as of the future and will only enter into force once AUBRILAM has been able to verify the basis of your request.

In the event of a dispute, you also have the right to lodge a complaint with a supervisory authority, in particular the CNIL, at the following address: <https://www.cnil.fr/fr/plaintes> (copy and paste this address in the URL address bar).

For any further information and/or to exercise your rights, you can contact the Data Protection Officer at the following e-mail address:

RGPD@aubrilam.fr