



Confidentiality policy

Preamble

This confidentiality policy (the "**Confidentiality Policy**") came into force on 01/09/2023.

Lesca Lunetier reserves the right to modify the Confidentiality Policy at any time. In this case, customers as defined in the general terms and conditions of sale (the "**GTCS**") will be informed by any means of any modification to the present Confidentiality Policy.

1. Definitions

Person concerned: any person whose personal data may be processed and collected by Lesca Lunetier as part of the supply of Products.

Customer: any person who has concluded a contract with Lesca Lunetier for the supply of Products under the conditions set out in the GTCS.

Products: all prescription and sunglasses including frames and lenses marketed by Lesca Lunetier.

Prospect: any person likely to receive commercial offers and product proposals from Lesca Lunetier.

Third party in relation with the Customer in the context of the supply of Products: any third party, not a client of Lesca Lunetier, whose personal data may be collected indirectly with a view to the supply of Products to the Customer by Lesca Lunetier.

2. Data collection and processing

Lesca Lunetier is a SARL (limited liability company), registered with the RCS of Aix-en-Provence under number 901 372 466, with a share capital of EUR 10,000.00, whose registered office is located at: 1515 Chemin du Mont Robert 13290 Les Milles.

Lesca Lunetier offers Products in particular *via* its website (the "**Website**"), in accordance with the terms and conditions set out in the GTCS.

As part of the supply of the Products, Lesca Lunetier collects and processes certain personal data concerning the Persons concerned (the "**Data**") in accordance with the French and European regulations on the protection of personal data in force, in particular Regulation (EU) n°2016-679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (the "**GDPR**") and Law n°78-17 of 6 January 1978 relating to information technology, files and freedoms as amended ("**Loi Informatique et libertés**") (hereinafter the "**Applicable Regulations**").

3. Information for Persons concerned

By means of this Confidentiality Policy, Lesca Lunetier informs the Persons concerned of the purposes of the present processing(s) (the "**Processing(s)**") of the Data it implements on them and presents the rights conferred upon them by the Applicable Regulations.

Insofar as is strictly necessary and limited to the supply of Products, Lesca Lunetier may collect, directly from its Customers, certain Data concerning them. These Data are communicated by the Customer(s) to Lesca Lunetier at the time of subscription as well as during the execution of the sales contract (the "**Sales Contract**").

Likewise, Lesca Lunetier may collect data from its Customers concerning third parties who are not Customers of Lesca Lunetier, in order to carry out its obligations under the Sales Contract, such as the Customer's accountant or the name of the end consumer if he or she is not the Customer.

In the event that Lesca Lunetier is required to collect personal data from third parties such as those referred to in the previous paragraph, Lesca Lunetier invites the Client to (i) inform the third party concerned that Lesca Lunetier will be processing the personal data thus communicated and (ii) inform them of this Confidentiality Policy.

Lesca Lunetier will also send the Customer the present Confidentiality Policy, provided that it has the Customer's contact details (i.e. provided that the Customer has given them to Lesca Lunetier). Failing this, Lesca Lunetier will be unable to proceed with this communication.

In any event, the latter may consult this Confidentiality Policy on the Website at the following address: www.lescalunetier.com. Lesca Lunetier will also send the latest version of the Confidentiality Policy by e-mail to any third party who so requests.

Finally, in accordance with its legal and regulatory obligations, Lesca Lunetier is required to verify the information and documents transmitted by the Customer at the time of signing the Sales Contract or during its execution. To this end, Lesca Lunetier may collect publicly available information and process other data, notably from its partners and service providers.

4. Persons concerned to one or more Processing operations

Within the framework of its activity and the supply of Products, Lesca Lunetier is likely to collect and process the following Data in particular:

- **Data required to create an "Account"**. This will include, in particular, the full name and surname, identifier, password and security code, brand of telephone or any other connected device used to create or connect to the Lesca Lunetier personal account, as well as any corresponding supporting documents, where applicable, etc;
- **Contact details**: mobile and/or landline telephone number, e-mail address and any supporting documents, if applicable, etc;
- **Billing and delivery details**: billing and delivery address if different and VAT number for Customers in European Union countries other than France;
- **The browsing data of the Persons concerned**. This includes the following data:
 - Data relating to browsing on the Website, particularly concerning the equipment used by the Person concerned to browse the Website (type of equipment, IP address, etc.) and his/her behaviour (time of consultation, time spent, etc.);
 - Cookies (notably social network sharing buttons and audience measurement cookies), etc.
- **Data relating to exchanges with the Support Service**. This includes the following data: messages/conversations as well as documents communicated by chat, email, videoconference or telephone with the Support Service, etc.

The Data collected by Lesca Lunetier is strictly necessary and limited to the objectives pursued by the Processing(s).

5. Legal basis for Data Processing(s)

In accordance with the applicable regulations, the legal bases for the Data Processing(s) are as follows:

- Performance of the Sales Contract ;
- Compliance with the legal and regulatory obligations of Lesca Lunetier ;
- Legitimate interests of Lesca Lunetier ;
- Consent, for certain Treatment(s).

With regard to browsing data, the relevant information is given in the Cookies Policy, to which you are referred for further details.

6. Purpose(s) of Data Processing

Personal Data collected in this way is processed by Lesca Lunetier for the following purposes:

- **The conclusion and performance of the Sales Contract and all the transactions that may be carried out in connection with it;**
- **The management of risks to which Lesca Lunetier may be exposed (in particular the fight against fraud and the prevention of non-payment);**
- **Compliance with the legal obligations to which Lesca Lunetier is subject;**
- **Combating money laundering and the financing of terrorism;**

- **Handling requests for information and complaints**, in particular :
 - Answering any questions about the Product and/or the Data Processing(s), handling any complaints and settling any disputes;
- **The legitimate interests of Lesca Lunetier**, in particular :
 - To promote new Products to Customers and to offer them, directly or through partners, by electronic or telephone means to Prospects, where they have given their prior consent, offers concerning the Products marketed by Lesca Lunetier;
 - Statistics ;
 - To improve the quality of the Products and services offered by Lesca Lunetier.

The Data will not give rise to any interconnections or exchanges other than those necessary to achieve the purposes of the Processing(s) and will not be re-used for other purposes.

Lesca Lunetier reserves the right to disclose personal data at the request of a legal authority in order to comply with any Applicable law or Regulation, to protect or defend the rights of Persons concerned, if compelling circumstances so justify or to protect the safety of Persons concerned, Lesca Lunetier services or the public.

In this context, personal data may be transferred to an international organisation or to a country within or outside the European Union that ensures an adequate level of protection of personal data in accordance with an adequacy decision of the European Commission under the conditions set out in article 10 of this Confidentiality Policy.

7. Data Processor(s)

Lesca Lunetier is responsible for data processing. Lesca Lunetier can be contacted at the following postal address: 1515 Chemin du Mont Robert 13290 Les Milles and/or at the following e-mail address: latelier@lescalunetier.com.

8. Data Collection and Processing

The Persons concerned are informed that the Data will be collected by Lesca Lunetier.

The Customer's personal data will not be transmitted to any third party without his express consent, with the exception of companies subcontracting Lesca Lunetier for the execution of services that the latter subcontracts to them.

In particular, these subcontractors undertake to :

- Process personal data only for the purposes specified above and exclusively on the instructions of Lesca Lunetier ;
- Ensure the confidentiality of personal data, in particular by limiting and controlling access to personal data;
- Ensure the security of personal data by implementing appropriate technical and organisational measures to prevent any loss, violation or alteration of any kind of personal data;
- Comply with all their obligations under the Applicable Regulations to the above-mentioned data.

9. Transfer of Data abroad

The Data may be transferred to countries within the European Union as well as to a third country which is not a member of the European Union, or to an international organisation in strict cases and in accordance with the terms and conditions set out in the Applicable Regulations.

In order to ensure a high level of data protection, in the event of transfer to a third country, which is not a member of the European Union or an international organisation, Lesca Lunetier guarantees that the Data will only be transferred in the following cases:

- Existence of an adequacy decision, adopted by the European Commission, recognising the third country receiving the Data as providing an adequate level of protection;
- In the absence of an adequacy decision, Lesca Lunetier implements appropriate safeguards consisting either in relying on an exemption applicable to a specific situation or in taking the necessary measures to ensure the protection of Data. These measures may consist in implementing (i) standard contractual clauses approved by the European Commission or (ii) binding internal rules.

In particular, the Person concerned has a right of access to his/her Data in order to be informed of the country of destination as well as the appropriate guarantees concerning this transfer, in accordance with the

procedures set out in Article 14. He or she may also obtain a copy of the Data concerning him or her from the Data Controller.

10. Data Processing Recipients

In order to achieve the purposes of the Data Processing, Lesca Lunetier needs authorised persons to be able to process this Data. In particular, the following recipients are authorised to process Data:

- Lesca Lunetier as data controller;
- Qualified staff from the marketing, technical and support teams;
- Service providers and subcontractors performing services on behalf of Lesca Lunetier;
- Duly authorised judicial and/or administrative authorities;
- Regulated professions (e.g. notaries, lawyers, bailiffs) ;

Authorised persons are recipients subject to confidentiality who are authorised to access Data.

11. Data security

Lesca Lunetier implements human and technical means to ensure the security of Data, in particular technical and organizational measures such as encryption or anonymization.

12. Duration of Data Processing

The Data will not be kept beyond the period strictly necessary for the purposes of the Processing(s) and compliance with the Applicable laws and Regulations.

In accordance with the Applicable Regulations, personal data (in particular data relating to the supply of Products) is kept for the duration of the commercial relationship and for a maximum of ten (10) years thereafter.

Personal data collected for the purposes of combating money laundering and the financing of terrorism is kept for a period of five (5) years from the end of the Sales Contract.

In the case of Data relating to prospective customers, the retention period shall not exceed, in any event, three (3) years from the date of collection by the data controller or the last contact from the Person concerned.

Data communicated during exchanges with the Support Service will be kept for ninety (90) days from the date of collection, except in the case of complaints. In the latter case, the retention periods stipulated for this type of situation and described in the paragraph below will be applied.

In the event of a complaint by a Person concerned, the Data which is the subject of the complaint will be kept for the time necessary to process it. If the Data is necessary to establish proof of a right, it will be kept for the statutory limitation period, which begins to run on the day the request is processed. Data relating to identity documents sent by the Customer when exercising his/her right to access, rectify or object to the Data will be kept for twelve (12) months after the request was made.

At the end of the retention period, the Data will then be destroyed or made anonymous.

13. Rights of the Persons concerned

In accordance with the Applicable Regulations, all the Person concerned have the following rights with regard to Data concerning them and depending on their particular situation: right of access, opposition, limitation, withdrawal of consent at any time, rectification, deletion, human intervention, where applicable, and portability.

These rights may be exercised by contacting the designated Data Processing complaints representative (the "**Representative**") on request and on presentation of an identity document. Requests may be sent by post to 1515 Chemin du Mont Robert 13290 Les Milles or by e-mail to the following address: latelier@lecalunetier.com

In this case, the Person concerned will receive a response from the Representative within one (1) month of receipt of the request, which may be extended by two (2) months depending on the complexity and number of requests. The Customer will then be informed of the extension and the reasons for the extension within one (1) month of the request.

In addition, the Person concerned has the right to register on the Bloctel telephone anti-solicitation list: <http://www.bloctel.gouv.fr/>, in accordance with articles L. 223-1 et seq. of the French Consumer Code.

Any Person concerned may lodge a complaint with the CNIL if he or she considers that his or her rights have not been respected:

- Postal address: 3, Place de Fontenoy - 75 007 Paris (France)
- E-mail address: <https://www.cnil.fr/fr/plaintes>
- Telephone number: +33 1 53 73 22 22