

PRIVACY POLICY

WHAT IS THE PURPOSE OF OUR PERSONAL DATA PROTECTION POLICY?

Our company, Yves Rocher UK, is keen to remind you of its commitment for respecting the trust that you place in it and to applying the personal data protection regulation in place in United Kingdom and the European Union. This Personal data protection policy lays down the terms and conditions under which Yves Rocher United Kingdom, in its role as a controller, collects and uses your personal data. It complements the information that is brought to your attention when you provide us with your data when completing a form to create a customer account on one of our Internet sites.

This Policy applies to the data collected by post or by telephone when you contact our customer service department and when you use our sites. It consists of rules that apply to the personal data of all our customers and prospects, regardless of the channel used to collect this data.

The Policy may be accessed by anyone and at any time. We invite you to read it carefully and to refer to it on a regular basis.

WHAT DATA IS PROCESSED?

We may have to process the following type of personal data:

- Data regarding your identity: title, surname, first name, address, date of birth, etc.
- Contact data: address, telephone number, E-mail address, etc.
- Financial data: information connected to methods of payment, etc.
- Sales-related data: customer number, purchasing history, information concerning your customer account and your loyalty account, opinions on our products, customer segment, etc.
- Technical data: connection data, browsing history, login and password, etc.

This data depends on how you interact with our company: if you create a customer account on one of our sites, place an order by post or online, subscribe to the Newsletter, contact the customer service department, etc. and if you use our services, our sites.

You are informed whether you have to or do not have to provide your data when it is being collected. Failure to send a piece of information that is mandatory will stop us from fulfilling your request. For example, to deliver your order, we must have your delivery address.

WHY DO WE PROCESS YOUR DATA?

For each processing operation, we only collect and use data that is relevant and necessary for the aim of the operation.

- We process your data in order to fulfil a contract with you: recording and executing your orders, providing the services to which you have subscribed, processing your requests and complaints, providing an after-sales service, recovering any outstanding payments.
- We also use your data for other purposes that form part of our legitimate interests, while ensuring that we always respect your rights and interests, and, when necessary, after you have given your express approval: managing and improving customer relations, improving your experience when you use our Internet sites, implementing direct marketing operations and sending you offers that match your needs, sending you letters and promotional offers, carrying out statistical analyses, managing and publishing customer opinions regarding our products, preventing misuse and fraud, informing you of new services or changes to our sites.
- Your data is also used to ensure that we respect our legal or regulatory obligations.

The length of time your personal data is kept depends on the purpose for which it is used.

ARE YOU GOING TO RECEIVE PROMOTIONAL OFFERS?

Due to the exceptional character of the trading closure, you will not receive promotional offers anymore.

WHO WILL RECEIVE YOUR DATA?

For the aforementioned purposes, duly authorised personnel within Yves Rocher United Kingdom, its service providers, partners and subcontractors, will receive your personal data. Data may also be sent to the competent authorities on their request or to ensure that we comply with other legal obligations.

HOW DO WE ENSURE THE SECURITY OF YOUR DATA?

We commit ourselves to ensuring the security and confidentiality of your personal data by implementing suitable technical and organisational measures that stop your data from being lost, accidentally destroyed, incorrectly used or accessed by any unauthorised individual or body.

IS YOUR DATA PROCESSED OUTSIDE OF THE EU?

We may have to transfer your data to a country located outside the European Union. In this situation, we make sure that the data processing operations meet a level of personal data protection that corresponds to the level required by the regulation.

WHAT ARE YOUR RIGHTS?

In accordance with the applicable regulation, you have various rights that you may exercise at any time: You have a right of access, a right to rectification, a right to erasure of personal data that concerns you, as well as a right to ask us to transmit data that you have given to us ('right to data portability'). You have the right to object on the basis of legitimate grounds to processing operations that concern your data, or to request restrictions to these processing operations. You also have the right to object, at any time and without providing a reason, to the processing of your data for the purpose of direct marketing, as well as to profiling when it is carried out for this purpose. You have the right to provide instructions on what is to be done with your personal data after your death.

HOW CAN YOU EXERCISE YOUR RIGHTS?

To exercise any of your rights, just write to the customer service department at the following address: YVES ROCHER UK – 1 Apollo Rise, Southwood, Farnborough, GU14 OGT, or send an E-mail to: enquiries.yruk@yrnet.com, specifying your surname, first name, address and your customer number and including proof of identity (two-sided copy that lets us verify the identity of the person making the request). We will respond to your request within one month as from the moment your complete request is received. We reserve the right not to act on requests that are manifestly unfounded or excessive. Groupe Rocher, to which our company belongs, has appointed a Data protection manager, who shall be designated as the Data Protection Officer (DPO), whose role is to ensure that the applicable regulation and the rules laid down in this Policy are respected. We shall take all necessary measures to ensure your personal data rights are respected. If, however, you believe that these rights have not been respected, you may file a complaint with the United Kingdom data protection authority (ICO), whose role is to ensure the Regulation applicable to the processing of personal data is respected in United Kingdom: <https://ico.org.uk/>

HOW DO WE USE COOKIES?

Yves Rocher uses cookies to ensure that we provide the best possible standard of service to our online customers. However, as part of our privacy and security policy, we require your consent to use them. You may refuse or accept cookies from the Site at any time by activating the setting on your browser. Information about the procedure to follow in order to enable or disable cookies can be found on your Internet browser provider's website via your help screen. Please be aware that if cookies are disabled, not all features of the Site may operate as intended.

HOW CAN YOU REMAIN INFORMED ABOUT CHANGES TO OUR PERSONAL DATA PROTECTION POLICY?

We shall update this Policy as often as necessary. The Policy is made available to everyone on our website and it covers the relationship between consumers and Yves Rocher UK regardless of the framework of the relationship: Internet, post or telephone.

WHAT WILL OCCUR WITH MY PERSONAL DATA ?

Until June 28th, Yves Rocher UK will process your personal data in order to perform the initial purposes pursued, in particular for last orders processing and customer service requests. After June 28th, your personal data will be processed only if necessary to comply with our legal obligations. After that, we will proceed to their anonymization or destruction.

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