



## CONFIDENTIALITY POLICY FOR OUR CUSTOMERS, SUPPLIERS AND PROSPECTIVE CUSTOMERS

As you may know, the European Union has introduced a new regulation called the General Data Protection Regulation or "GDPR" which grants individuals certain rights with regard to their personal data.

We have also established our own confidentiality policy, in order to provide a transparent explanation of why we collect, store, share and use your personal data in accordance with the Data Protection Act of 6/01/1978 and the GDPR.

In parallel with this, we have implemented a set of access controls and transparency measures for the collection and management of your personal data. With the exception of the limitations required by the applicable law, you have the following rights:

- Right of access: the right to be informed and to request access to the personal data which we process;
- Right of correction: the right to ask us to modify or update your personal data when it is inaccurate or incomplete;
- Right of cancellation: the right to ask us to permanently delete your personal data;
- Right of restriction: the right to ask us to cease temporarily or permanently the processing of all or part of your personal data;
- Right of refusal:
  - the right to refuse permission at any time for the processing of your personal data for personal reasons;
  - the right to refuse permission for the processing of your personal data for direct marketing purposes.

In order to allow you to exercise these rights easily, you can contact at any time the administrative department of ROFORGE which collects your data and is authorized to process your requests. They will respond to your request within a reasonable time after verifying your identity.

## COLLECTION AND PURPOSE OF "CUSTOMER" DATA

### Collecting information

We collect information when you contact our company to make a purchase, send a request for information about our business, enter into a contract, specify your orders, make deliveries and manage invoices.

The information collected includes your name, your business, your e-mail address, your duties held in this business, phone number, and RIB code.

### Using customer information

All of the information we collect from you may be used for:

- entering into a contract,
- specifying your orders,
- making deliveries,
- managing your bills and your payments
- contacting you by email.

## COLLECTION AND PURPOSES OF "SUPPLIER" DATA

### Collecting information

We collect information when we contact you to obtain information about your products, enter into a contract, specify our orders, make deliveries and manage invoices.

The information collected includes your name, your business, your e-mail address, your duties held in this business, phone number, and RIB code.



## CONFIDENTIALITY POLICY FOR OUR CUSTOMERS, SUPPLIERS AND PROSPECTIVE CUSTOMERS

### Use of supplier information

All of the information we collect from you may be used for:

- entering into a contract, placing orders,
- making deliveries,
- managing invoices and settlements
- contacting you by email.

## COLLECTION AND PURPOSE OF "PROSPECTIVE" CUSTOMERS DATA

### Collecting information

We collect information when you contact our company to make a purchase, or send a request for information about our activity.

The information collected includes your name, your business, your e-mail address, your duties held in this business, phone number, and RIB code.

### Using information about prospective customers

All of the information we collect from you may be used for:

- defining your needs,
- making propositions,
- contacting you by email.

## CONFIDENTIALITY

We are the sole owners of the information collected on this website. Your personal information will not be sold, exchanged, transferred, or given to another company for any reason without your consent, beyond that which is necessary to respond to a request and/or transaction.

## PROTECTION OF INFORMATION

We use a wide range of security measures to protect your personal information. However, please note that no system is completely safe. We use an automated data processing system and a secure connection. We have also installed an access and retention policy to prevent unauthorized access. Only those employees who are required to perform specific work have access to personally identifiable information.

## DATA RETENTION AND DELETION

Data will be retained during the processing period and archived to comply with legal requirements as in the following situations:

- In the event of an unresolved problem regarding the implementation or resolution of your commercial contract, such as an unpaid or unresolved claim or litigation, we will retain the necessary personal data until the problem is solved;
- In the event that we are required to retain personal data as a result of legal, tax, auditing and accounting obligations, we will retain the necessary personal data for the period required by applicable law;
- In the event that this data is required for our legitimate business interests, such as fraud prevention.



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### Analytical data (Website [www.roforge.fr](http://www.roforge.fr))

We use external suppliers such as Google Analytics to analyze behaviour on our website. Google Analytics is an online data analysis service provided by Google to study website traffic. Google uses the data it collects to track and monitor feeds. This data is shared with other Google services. Google uses the data which it collects to contextualize and personalize advertisements within its own advertising network. You can decline permission for Google Analytics to study your activity on the site.

For more information, you can visit the Google site at the following address: <https://policies.google.com/privacy?hl=fr&gl=fr>

### Data generated by cookies and monitoring

We use data from "cookies" and other similar technologies to track activity on our website and retain certain information.

Cookies are small blocks of information that include an anonymous unique identifier. Cookies are sent to your browser from the website and stored on your connected device. A variety of technology is used (tags, scripts, etc.). They allow us to collect information in order to analyze and improve our website.

You can instruct your browser to block all cookies or indicate when cookies may be sent.