

**Personal data processing policy applicable to contacts, customers, prospects and users of online services**

**The policy set out below applies to the processing of personal data carried out by Sarl Holiste Laboratory and Development under French law with a capital of € 247,000 registered in the MACON Trade and Companies Register under number 352 451 140 having its headquarters at Le Port in ARTAIX (71110), represented by Mrs. Marie-Laure DELANEF duly empowered in her capacity as Director.**

1 - General provisions

The following provisions relate to all processing of personal data carried out by the administrator, unless otherwise stated in the specific provisions.

- Legal framework - compliance with the GDPR and French law

The administrator declares that he is processing personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, relating to the protection of individuals with regard to the processing of data to personal nature and the free movement of this data (hereinafter referred to as the GDPR) and French law No. 78-17 of January 6, 1978 relating to data, files and freedoms (modified).

- Data control and receipt of data

The administrator is identified below. Their contact details are: HOLISTE Laboratoire et Développement SARL

Le Port - 71110 ARTAIX

Tel: 03 85 25 29 27 • Mail: [contact@holiste.com](mailto:contact@holiste.com) [www.holiste.com](http://www.holiste.com)

[www.boutique.holiste.com](http://www.boutique.holiste.com) [www.biogemme-holiste.com](http://www.biogemme-holiste.com)

- Data transfer

The administrator does not intend to transfer personal data to a third country or to an international organization.

- Duration of storage of personal data

Your data is kept for the time necessary for the purpose of their processing.

Customer data is kept to send information of our promotional offers, news and events (newsletters, trade fair invitations, etc.) and optimize the management of after-sales service.

The contact details of a potential client who does not respond to any request for 3 years are deleted.

- Rights of the person whose data is collected

The person whose personal data is collected has the right:

- to ask the administrator for access to personal data, rectification or deletion

thereof, or a limitation of the processing relating to the data subject,

- to oppose the processing,
- the portability of its data,
- lodge a complaint with a supervisory authority,
- to withdraw its consent at any time, without prejudice to the lawfulness of the processing based on the consent carried out before the withdrawal thereof, this right existing exclusively when the processing is based on Article 6 (1) (a) ), or on article 9, paragraph 2, point a) of the GDPR, i.e. on the consent of the data subject to the processing of their personal data for one or more specific purposes.

## 2 - Specific provisions

The following provisions are specific to each type of processing of personal data.

- Management of the relationship with our contacts and clients

Personal data processed - We process the following personal data: title, first name, last name, telephone number, email address, postal address, profession, date of birth.

Purposes - The processing of personal data is intended for the management of the relationship with our contacts and clients. In particular, this processing intends to communicate to the recipient information on the news of our organization, our products and our services.

Legal basis - This processing of personal data is based on the consent of the recipient (Article 6 (1) (a) of the GDPR). The request for data is contractual. The recipient is not required to provide this data. If the recipient does not provide the data or withdraws their consent to the data processing, they will not be able to receive information on news from our organization, our products and our services.

- Relationship management with our customers

Personal data processed - We process the following personal data: title, first name, last name, telephone number, email address, postal address, profession, date of birth, product or service purchased, purchase price, possible discount, possible promotional offer, date and place of purchase, place of delivery, distribution channel, payment methods, payment information.

Purposes - The processing of personal data is intended for the management of the relationship with our customers. In particular, this processing tends to execute the pre-contractual measures taken at the request of the recipient, to execute the contract to which the recipient is a party, to comply with our legal, tax and accounting obligations.

Legal basis - This processing is necessary for the execution of a contract to which the recipient is a party or for the execution of pre-contractual measures taken at the request of the latter. It is based on Article 6 (1) (b) of the GDPR. The request for data is contractual. The recipient is

required to provide this data if they wish to benefit from our products or services. If the recipient does not provide the data, they cannot become a customer, acquire our products or benefit from our services.

- Direct marketing by email and sms

The company HOLISTE respects the rules enacted by Directive 2002/58 / EC of July 12, 2002 which provides for the prior express collection of the User's consent for the sending of commercial marketing by electronic means (e-mail or SMS).

Thus, when creating your account on the site, you are expressly asked for your consent:

- to receive offers from the company HOLISTE
- to receive offers from partners of the company HOLISTE to which your contact details would be transmitted

The company HOLISTE will not send you personalized requests by email or sms if you have not consented.

There is an exception in the event that the User, without having given their prior consent, can however be solicited as soon as they are already a customer of the company HOLISTE and the object of direct marketing is to offer products or similar services.

In all cases, the User has the option of opposing the receipt of these requests by performing the following actions:

- When creating the account, tick "no" in the boxes related to marketing;
- For the email, by clicking on the unsubscribe link provided in each email;
- For sms, by sending an SMS "STOP" to the number indicated therein;
- By contacting customer service.

- Use of Google Analytics

Personal data processed - Google processes the data mentioned in its privacy policy (<https://support.google.com/analytics/answer/6004245?hl=fr/> <https://policies.google.com/privacy?hl=fr#infocollect>). This data includes in particular the IP address of the devices used to consult the site.

Purposes - This processing is used for purposes of analysis and statistical study of the use of our site.

Legal basis - Processing is necessary for the purposes of the legitimate interests which we are pursuing, which consists in improving and optimizing our website for the benefit of users. It is based on Article 6 (1) (f) GDPR. The request for data is contractual. The recipient is not required to provide this data and can object to its processing at any time. To prevent the collection of data relating to its use of the site and the processing of this data by Google, the recipient must follow the instructions given by Google:

: <http://tools.google.com/dlpage/gaoptout>.

Cookies

What is a cookie ?

When browsing the websites of the HOLISTE company, information relating to the navigation of your terminal on the website may be saved in text files called "Cookies", installed on your browser.

Certain cookies allow us to collect information related to traffic on the site, others to optimize your navigation or to personalize the content displayed according to your navigation terminal (computer, tablet, smartphone, etc.).

### Your management and use of cookies

You can manage and modify the use of cookies at any time. The settings you make are likely to modify your internet browsing and your conditions of access and use of certain services on our site that require the use of cookies.

### Social networks

We are likely to publish content from social networks on our site. In the event that you consult such content placed on our site, a cookie from the corresponding social network may be saved on your computer, tablet or mobile. We invite you to read the policy for managing these social network cookies on the sites concerned in order to identify the information that is collected by them as well as the purposes for using your data. Please note that it is possible to configure the access and confidentiality of this data directly on social networks.

- Security

In our business, we realize that the security of information systems is paramount. We make every effort to ensure an optimized level of protection around personal data.

In order to ensure good security of personal data, the security of information systems is paramount. Each of our employees acts to preserve the security of your data and operates in accordance with the principle of confidentiality.

In addition, we implement technical and organizational measures to secure the data.

If, despite the measures that we take to limit any risk, an incident that jeopardizes your personal data occurs, this violation would be notified to the French data protection agency CNIL (Commission Nationale de l'Informatique et des Libertés) at the latest within 72 hours after we become aware of it. In the event that this violation creates a high risk for your rights and freedoms, we will inform you as soon as possible.