

## TERMS AND CONDITIONS OF USE OF YOUR PERSONAL DATA

The document purpose is to detail the general conditions for the protection of personal data, when using our Internet website, when managing your orders and explain how LCS collects, preserves, processes, shares or transfers your personal data (hereinafter the "Policy Confidentiality »). The Privacy Policy applies when you visit our Internet website, or when you place an order in accordance with our terms of sale.

The Privacy Policy allows you to clearly, easily and transparently inform yourself about the origin and use of the information we process and the rights you have dispose of it.

By using the Internet site or when you place an order, you declare that you accept the terms of this Privacy Policy. This Privacy Policy may be amended to reflect changes in applicable regulations or changes to our services. The new Privacy Policy will apply from its publication date. If there are any significant changes, we will notify you.

### 1. DEFINITIONS

« *Customer* »: Designee anyone who has made an order

« *Orders* »: Any order by phone, fax or email.

« *Personal Data* »: Any information relating to an identified or identifiable individual, i.e. that can be identified directly or indirectly, including by reference to an identifier, such as a name, identification number, location data, an online identifier or one or more specific items physical, physiological, genetic, psychic, economic, cultural or social identity

« *Applicable laws or regulations* »: The regulations applicable to the processing of Personal Data, including Act 78-17 of 6 January 1978 relating to computer science, files and freedoms, and the Regulations 2016/679 of 27 April 2016 relating to the protection of individuals in relation to the processing of personal data and free movement of these data.

« *Treatment* »: Any operation carried out by any means applied to Personal Data, such as collection, registration, organization, structuring, conservation, adaptation or modification, extraction, consultation, use, communication, provision, reconciliation or interconnection, limitation, erasure or destruction.

« *Site Internet* »: The website published by LCS and accessible at the following addresses:

- 1) <https://www.laboratoire-lcs.com>
- 2) <http://iadapt-laboratoire-lcs.com>
- 3) <https://www.lcsorders.com>

### 2. PROTECTION OF PERSONAL DATA

In the sense of the Applicable Regulations, the person in charge of the treatment is LCS-LENTILLES SAS - 14, Place Gardin - 14400 CAEN - FRANCE, NO SIRET 432 563 955 000 33. You can contact our data protection representative at this address or by email to the following address: [dpo@laboratoire-lcs.com](mailto:dpo@laboratoire-lcs.com).

When you registered on the Internet, or during an order, you expressly consented to the necessary in the event of a request for information or for the execution of your order. Finally, this may also be necessary to comply with a legal obligation (e.g. obligations to keep invoices, etc.) or to pursue

a legitimate interest (e.g. improve our services).

We put in place appropriate technical and organizational measures to secure your data in accordance with applicable regulations and ensure a risk-appropriate level of security by Protecting your Personal Data from losses, abuse, unauthorized access, disclosures and changes.

## **2.1. What personal data do we collect?**

The optional or mandatory nature of the Personal Data you give us is reported on the collection forms of our website or through your orders. Without the disclosure of mandatory information, you will not be able to benefit from our products and services.

### **PERSONAL data FROM YOUR ORDERS**

As a Customer, we may ask you to provide us with all the following information: name, first name, email, address, phone number and any other information. Information relevant for the performance of our business relationships and the follow-up of your orders.

### **PERSONAL data FROM "SITE INTERNET" <https://www.laboratoire-lcs.com>**

When you register on this website, we collect your first and last name, the email that you voluntarily inform.

### **PERSONAL data FROM "SITE INTERNET" <http://iadapt-laboratoire-lcs.com> and <https://www.lcsorders.com>**

When you register on these Internet websites, we collect your name, first name, email, postal address and phone number that you voluntarily provide.

We also register your IP address to improve the quality of our service.

## **2.2. Why do we collect your personal data?**

We process your Personal Data for the following purposes: to execute your orders and introduce you to our products. To benefit from Information about LCS products, you can register on our website. This registration will allow you to discover and be informed of the products that we offer by consulting the site.

### **MANAGE YOUR ORDERS AND OUR RELATIONSHIP**

When you switch to our products, the Personal Data collected allows us to carry out customer management operations. contracts, orders, invoices, accounting, customer relationship tracking (ordered products, amount, date, order history, etc.), claims, unpaid, litigation and customer service management.

This information may also be retained for evidence in accordance with applicable regulations.

We also process your Personal Data to manage your comments and reactions on our website or through your complaints.

### **CONDUCT LOYALTY OR PROSPECTING OPERATIONS**

Your Personal Data can allow us to select you to carry out prospecting campaigns, you ask for your opinion, make you benefit from promotion, or any other promotional operation as well as

customize our communication.

In accordance with applicable regulations, we may use your Personal Data to keep you informed of our news and products by electronic communication (email, etc.). You will always have the right to object to these shipments by a link present in each mailing we send to you.

#### **IMPROVING OUR SERVICE**

The information and data about you allow us to improve our service for example by customizing the products we can offer you, by establishing statistics commercial, etc.

#### **ALLOWING US TO EXERCISE OUR RIGHTS**

Your Personal Data process may be necessary to the recognition, exercise or defense of our rights in court.

#### **ALLOW YOU TO EXERCISE YOUR RIGHTS**

We will be required to process some of your Personal Data to allow you to exercise the rights that are provided for by applicable Regulations and detailed in Article 1.5.

### **2.3. Who are the recipients of your Personal Data?**

As part of the strict purposes outlined in Article 1.2, we may be required to provide your Personal Data to:

- Our subcontractors within the meaning of applicable Regulations are those who deal with your Personal Data on our instructions and on our behalf, such as our website host, our IT providers
- Our suppliers, such as production subcontractors, etc. who are each responsible for their own treatment.
- Our partners who can process your Personal Data for their own purposes
- Authorities such as courts or police or departmental officers who may ask us to disclose Personal Data as part of their mission. We may also provide your Personal Data if necessary, to guarantee our rights, your security or those of others or to investigate a case of fraud

### **2.4. How long do we keep your personal data?**

We keep your Personal Data for a period strictly necessary for the purposes set out in Article 1.2 and in accordance with applicable regulations.

Collected data on our website is kept for five years from date they have been collected.

Personal Data as a Customer are retained for the duration necessary to manage our business relationship. At the end of the process, we will archive your Personal Data and keep your data as long as it takes to fulfill our legal obligations or to safeguard or defend our rights (e.g. the conservation obligations of invoices for 10 years in accordance with Article L123-22 of the Code

of Commerce or the 5-year common law requirement in accordance with Article 2224 of the Civil Code, or for the duration of litigation).

Audience measurement statistics, information stored in your device (e.g. cookies) or any other item to identify you and allowing your traceability and raw traffic data are not kept beyond fourteen months.

If your right to delete or object is exercised, your Personal Data will be removed from our active database but may be retained for the applicable statute of limitations or the shelf life imposed on us by law and will be stored in our archives.

## **2.5. What are your rights under applicable regulations?**

In accordance with the Applicable Regulations you have a right to:

- Access your Personal Data
- Correct, complete, update your Personal Data
- To object to the processing of your Personal Data for prospecting purposes.
- Ask us to delete your Personal Data in the following cases:

- 2.5.1.1.1.** Personal Data is no longer necessary considering the purposes outlined in Article 1.2
- 2.5.1.1.2.** When the Processing of Your Personal Data is based exclusively on your consent and you wish to remove it
- 2.5.1.1.3.** To oppose the processing of your Personal Data for prospecting purposes
- 2.5.1.1.4.** Data has been illegally treated
- 2.5.1.1.5.** Personal Data must be deleted to meet a Legal Obligation

This right to delete does not apply when the processing of your personal data is necessary:

- 2.5.1.1.6.** Exercising the right to freedom of expression and information
- 2.5.1.1.7.** Compliance with a legal obligation that requires us to process your personal data
- 2.5.1.1.8.** For statistical purposes to the extent that the right to erasure is likely to make it impossible or seriously compromise the achievement of treatment objectives
- 2.5.1.1.9.** To the finding, exercise or defense of rights in court.

Ask us to limit the processing of your Personal Data in the following cases:

- 2.5.1.1.10.** For a period allowing us to verify the accuracy of your Personal Data
- 2.5.1.1.11.** The Treatment is illegal and you object to the erasure of your Personal Data and instead demand the limitation of its use
- 2.5.1.1.12.** We no longer need Personal Data, but it is still necessary for you to find, exercise or defend rights in court

-> To file a complaint with the CNIL

-> Withdraw your consent to the Treatment of your Personal Data when this treatment is based on consent. You will no longer be able to benefit from our services related to this consent.

-> Define guidelines for the retention, erasure and disclosure of your Personal Data after your death. These guidelines may be amended or revoked at any time.

**2.5.1.1.13.** Guidelines for all of your Personal Data can be registered with a CNIL-certified digital trusted third party

**2.5.1.1.14.** Specific guidelines for LCS's Handling of Your Personal Data can be registered with us.

-> To register on the list of opposition to telephone canvassing.

For exercise your rights with LCS, you can send your application by signed mail accompanied by a proof to prove your identity at the following address: LCS, DPO Manager, 14 Place Gardin 14000 CAEN - France or by email to the following address [dpo@laboratoire-lcs.com](mailto:dpo@laboratoire-lcs.com).

You can exercise your right to object to the Treatment for prospecting purposes **via the churn link present in all commercial communications that we send you by email.**

## **2.6. Where your personal data is stored?**

Your personal data is stored either in our databases or in those of our service providers, which are located within the European Union.

## **2.7. What security measures for your personal data?**

We attach great importance to the security of your data.

Appropriate technical and organizational measures are being implemented to ensure that the data is processed to ensure that it is protected from accidental loss, destruction or damage that could harm their data. confidentiality or integrity.

When developing and designing, or when selecting and using the various tools that enable the processing of personal data, we ensure that they ensure an optimal level of data protection. Treated.

That's why we're doing all the right things to do to prevent any tampering or loss of your data or unauthorized access to it as much as possible.

In this way, we implement measures that respect the principles of protection from the very beginning of the design and the default protection of the data processed.

When we use a provider, we only provide personal data to the provider after obtaining a commitment and guarantees from the provider on its ability to meet these security and confidentiality requirements.

We conclude contracts with our subcontractors in accordance with our legal and regulatory obligations, precisely defining the terms and conditions of their handling of personal data.

We audit our own departments to verify the application of data security rules.

## **2.8. What cookies do we use and how do we set them up?**

When viewing our website, information about your browsing is likely to be stored in files called "Cookies" installed on your device (computer, tablet, smartphone, etc.).

These Cookies are issued by LCS or our third-party partners in order to make it easier to navigate the site by, for example, allowing you to view pages you've already viewed more quickly, or to collect and store information about your browse the site to address you personalized products. When browsing the Internet, Cookies can be deposited by any third party (some of whom may be our partners) who uses this technology on their own website. Third parties are likely to place anonymous cookies on the site's visitors' browsers and are likely to send their own cookies to the visitors' cookie file. In this case, these Cookies are subject to the privacy policies of these third parties. Here we tell you how you can set up these Cookies.

Cookie identifies a terminal and is considered a Personal Data. You are free to consent or not to the registration of Cookies and to change this choice at any time.

### **2.8.1. What Cookies do we use?**

The following types of cookies can be deposited on the Customer Terminal by LCS and Google Inc.:

#### *Technical cookies:*

They are necessary for the site to work and allow you to get around and use its services and features. Without these cookies, the site will not work as well as we would like.

#### *Preference cookies:*

They collect information about your choices and preferences and allow us, for example, to remember the language or other local settings and customize the site accordingly.

#### *Analysis cookies:*

They collect information about how you use the site and allow us to improve the way it works. For example, analytics cookies show the most frequently visited pages on the site, identifying difficulties you may encounter.

### **2.8.2. How to set Cookies ?**

You can accept the use of Cookies or choose to disable them at any time. You can also accept or reject Cookies on a case-by-case basis depending on the issuer or systematically refuse them once and for all. The setting is usually done from your browser. This can be set up to report Cookies that are deposited on your device and ask to accept them or not.

The configuration is described in the browser help menu, which allows you to change your cookie wishes.

Here's how different browsers can disable third-party cookies or remove cookies you select (CNIL sources):

| ROUTER            | TERMS  |
|-------------------|--|
| Google Chrome     | Menu - Settings - View Advanced Settings (at the bottom of the page) Then click the Content Settings button and then check the Block Cookies and third-party site data box, and finally click OK to validate your choice Or go to the "Privacy and Security" menu, click "Content Settings," go to "Cookies," "All Cookies and Site Data," Select Cookies You Want to Remove |
| Firefox           | Menu - Options - "Privacy" tab Set up the "Preservation Rules" menu on "Use custom settings for history" Finally, uncheck the box "Accept third-party cookies" Or click "Show cookies," select cookies you want to remove  |
| Internet Explorer | Menu - Internet Options - "Confidentiality" tab and on the Advanced button to make the Advanced Privacy Settings window appear Then check the "Ignore Automatic Cookie Management" box and then select "Refuse" in the "Third-Party Cookies" column Menu - Internet Options - General - Settings Click "Show Files" select cookies you want to remove                        |

Source:

<https://www.cnil.fr/fr/cookies-les-outils-pour-les-maitriser>

It is recalled that the Setting of Cookies is likely to change the conditions of access to the site.

