

# Privacy Policy

LocXperience

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## ARTICLE 1 – PREAMBLE

The purpose of this Privacy Policy is to inform users of the LocXperience.fr website about:

- How their personal data is collected and processed. Personal data refers to any information that can be used to identify a user, including but not limited to: last name, first name, email address, phone number, postal address, payment data, location data, IP address (non-exhaustive list);
- The rights users have regarding their personal data;
- The person responsible for processing the collected and processed personal data;
- The recipients of such personal data;
- The cookie policy.

This Privacy Policy supplements the Legal Notice and the General Terms and Conditions of Rental available at the following address:

👉 <https://locxperience.fr>

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## ARTICLE 2 – PRINCIPLES RELATING TO THE COLLECTION AND PROCESSING OF PERSONAL DATA

In accordance with Regulation (EU) 2016/679 (GDPR), the personal data collected by LocXperience is:

- Processed lawfully, fairly, and transparently;
- Collected for explicit and legitimate purposes, limited to reservation management, billing, and customer relationship management;
- Adequate, relevant, and limited to what is strictly necessary;
- Accurate and kept up to date;
- Stored for a limited period corresponding to the execution of the contract and legal obligations (in particular tax and accounting obligations);
- Protected by appropriate technical and organizational measures to ensure data security.

Processing is lawful only if at least one of the following conditions is met:

- The user has given consent;
- Processing is necessary for the performance of a contract (e.g., vehicle reservation);

- Compliance with a legal obligation (e.g., invoicing, accounting requirements);
  - Legitimate interest of LocXperience (payment security, fraud prevention).
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## ARTICLE 3 – DATA COLLECTED AND PROCESSED THROUGH THE WEBSITE

### 3.1 – Data Collected

When using the LocXperience.fr website, the data collected may include:

- **Identity data:** last name, first name;
- **Contact details:** email address, phone number;
- **Reservation-related data:** rental dates, rental times, vehicle selection, delivery/return location;
- **Payment data** (managed by secure third-party payment service providers);
- **Browsing data:** IP address, browser type, time zone, cookies.

This data is collected for the purpose of:

- Managing and executing vehicle rental contracts;
  - Communicating with customers (reservation confirmations, assistance, after-sales service);
  - Improving user experience and website performance;
  - Ensuring billing and administrative follow-up.
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### 3.2 – Method of Collection

Data is collected when:

- The user browses the website (technical data and cookies);
  - The user makes a reservation online or via WhatsApp;
  - The user contacts LocXperience via the contact form, email, or telephone.
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### 3.3 – Data Hosting

The LocXperience.fr website is hosted by:

**Hostinger International Ltd.**

Address: 61 Lordou Vironos Street, 6023 Larnaca, Cyprus

Support: <https://www.hostinger.fr/contact>

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### 3.4 – Data Sharing with Third Parties

Data may be shared with service providers and partners solely for the purposes necessary to perform services, including:

- **Fleetee** (vehicle rental management software);
  - Secure payment service providers;
  - Administrative and legal authorities, if required.
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### 3.5 – Cookies

The website uses cookies to improve user experience and measure website traffic (Google Analytics or equivalent). Users may refuse or configure cookies through their browser settings.

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## ARTICLE 4 – DATA CONTROLLER

### 4.1 – Data Controller

Personal data is collected by:

**LocXperience**, a limited liability company (SARL), registered under SIRET number **953 348 588 00013**.

**Contact details:**

 Address: 25 Résidence Belfort, 97232 Le Lamentin  
 Email: [contact@locxperience.fr](mailto:contact@locxperience.fr)  
 Phone: +596 696 39 21 25

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### 4.2 – Data Protection Officer

As LocXperience is not legally required to appoint a Data Protection Officer (DPO), any request regarding your data protection rights may be sent to:

 [contact@locxperience.fr](mailto:contact@locxperience.fr)

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## ARTICLE 5 – USERS' RIGHTS

In accordance with the GDPR, any user may exercise the following rights:

- Right of access, rectification, and erasure;

- Right to restriction of processing and to object to processing;
- Right to data portability;
- Right to determine the handling of personal data after death.

To exercise your rights, please contact **contact@locxperience.fr** or send a written request to the company's registered address.

In the event of a dispute, you may lodge a complaint with the French Data Protection Authority (CNIL): **cnil.fr**.

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## **ARTICLE 6 – CHANGES TO THE PRIVACY POLICY**

LocXperience reserves the right to modify this Privacy Policy at any time to remain compliant with legal and regulatory developments.

This Privacy Policy is effective as of **01/01/2025**.