

Privacy Policy

LocXperience

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>

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).

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.

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.

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>

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.

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.

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
- 📞 Phone: +596 696 39 21 25

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)

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.

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**.