

Customer data protection policy

Note: only the French version is legally binding.

What does the policy on the use of personal data cover?

This policy informs you about the characteristics of data processing and your rights with regard to your personal data.

Who is responsible for this policy?

The data controller is Stéphane Quinton, a sole trader.

The contact details of the data controller are as follows: 2 rue des champs de la fosse, 41160 La-Ville-aux-Clercs, France.

The contact e-mail address is info@fleurquantique.com.

The manager can be contacted on +33-656891010.

This privacy policy has been drafted in accordance with Act no. 78-17 of 6 January 1978 (known as the "Data Protection Act" or "LIL") and the General Data Protection Regulation ("GDPR") no. 2016/679.

Who is this policy aimed at?

This policy applies to the practitioner's clients.

Purposes (what the data collected is used for)

The object and purpose of the processing is to perform the service contract and manage customer relations.

The purpose(s) of the processing is also :

- Newsletter
- Testimonials

Legal basis for processing: what gives us the right to process data

The legal basis for the processing is the contract concluded with the customer.

For the processing of any health data: the legal basis is the customer's consent.

Data retention period

Data that is processed is kept for no longer than is necessary for the purposes for which it is recorded (principle of minimisation of processing).

Customer data is kept for 5 years from the end of the contractual relationship.

Data processed

The data controller processes the following categories of data:

Customer identity data (surname, first name, postal address, telephone number, e-mail address)

-Data relating to your personal situation (lifestyle, eating habits, etc.)

-Health data in certain cases

Whether data collection is compulsory or optional

The data collected is mandatory in order to achieve the purposes of the processing.

Data sources

The data is transmitted directly by the data subject.

Data recipients

Depending on their respective needs, all or part of the data is destined for :

- Booking platform
- Cloud hosting

What safety measures have been put in place?

The data controller shall implement appropriate technical and organisational measures to guarantee a level of security appropriate to the risk.

The controller shall take measures to ensure that any natural person acting under the authority of the controller or the processor, who has access to personal data, shall not process them unless instructed to do so by the controller or unless obliged to do so.

The following special safety measures have been taken:

- unique password per user
- data encryption
- separation of sensitive data (health) in a specific file

- no transmission of sensitive data to a third party or organisation without complete anonymisation.

Whether or not data is transferred to a country outside the European Union and the associated guarantees

The data controller does not transfer any personal data outside the European Union.

Automated decision-making

The processing does not involve automated decision-making.

Fate of personal data after death - Right of access, rectification, deletion and portability of data

The person concerned by a processing operation may define directives relating to the conservation, deletion and communication of their personal data after their death. These directives may be general or specific.

Data subjects also have the right to access, object to, rectify, delete and, under certain conditions, port their personal data. The data subject has the right to withdraw consent at any time if consent is the legal basis for the processing.

The request must indicate the full name, e-mail address or postal address of the person concerned, and must be signed and accompanied by valid proof of identity.

You may exercise these rights by contacting :

Stéphane Quinton
2 rue des champs de la fosse, 41160 La-Ville-aux-Clercs, France.
admin@fleurquantique.com
+33-656891010

Claims

The data subject has the right to lodge a complaint with the supervisory authority (CNIL):
<https://www.cnil.fr/fr/webform/adresser-une-plainte>