

Customer personal data protection charter

feb.05 2019

Commitment

In accordance with the legislation in force in France and Europe, SpringCard is committed to ensuring the protection, confidentiality and security of the personal data of everyone who uses its services.

Consent

By “personal data” we mean any information collected and recorded in a format that allows us to identify you personally (directly or indirectly) as a natural person.

Before providing us with this information, we recommend that you read the rest of this document, which describes our customer privacy protection policy.

Principles for the protection of your personal data

SpringCard collects personal data from its customers and prospective customers in a fair and transparent manner.

SpringCard will not collect personal data without informing the persons concerned.

SpringCard collects this data in order to provide the services requested by its customers, meet the management needs of its customers and prospective customers, and inform them of how their data is used.

SpringCard ensures that all personal data collected is relevant to better understand its customers and offer a quality service.

SpringCard informs Internet users of the placement of cookies and other tracking devices on the sites it publishes.

Field of application

This Charter applies to all data processing carried out in our establishments and/or subsidiaries, as well as on all our websites.

What personal data is collected?

Civil status, identity, identification data and telephone number provided by the user.

Location data defined by the physical address of the premises transmitted by the user.

Email address provided by the user.

When is this personal data collected?

SpringCard collects customer data when customers contact our employees via email or by using the account creation form available on our website.

SpringCard may collect information about its prospective customers by searching them on traditional and legal search engines. This allows us to get closer to our customers and present our services and solutions more effectively.

What does SpringCard do with this data?

SpringCard uses the personal data collected to carry out its business activities.

SpringCard uses customers' personal data to authenticate them, supply them with the subscribed service and provide them with offers tailored to their needs.

SpringCard may use previously anonymized customer data irreversibly for statistical research purposes.

Conditions for third party access to your personal data

SpringCard only transmits personal data to its authorised service providers and ensures that these providers are committed to complying with strict conditions of confidentiality, use and protection of this data.

SpringCard shall refrain from disclosing personal data to business partners without informing its customers and without offering them the opportunity to exercise their right to oppose the sharing of their data.

Protection for international data transfer

For the purposes set out above, we may transfer your personal data to internal or external parties who may be located in countries with different levels of personal data protection.

Therefore, in addition to the implementation of this charter, SpringCard takes appropriate measures to make sure any transfer of your personal data to international third parties is carried out in a secure manner.

Data Security

In accordance with applicable legal provisions, SpringCard implements technical and organisational security measures adapted to the sensitivity of your personal data in order to protect this data against accidental or unlawful destruction, malicious intrusion, loss, alteration or disclosure to unauthorised third parties.

SpringCard only grants access to its information system to persons who need it to perform their duties. In addition, SpringCard trains its employees on how to protect the personal data made available to them for the purpose of carrying out their duties and ensures that they comply with applicable regulations and the company's ethics. Finally, SpringCard requires its service providers to comply with its security principles.

Cookies

In order to ensure the proper functioning of its website, SpringCard collects cookies.

These cookies are subject to the visitor's consent via a banner at the bottom of the page. The user then has the option of obtaining more information about each cookie and may choose to accept or refuse all of them.

If the user wishes to modify his or her choice, he or she may do so at any time by clicking on the "Service Management" button at the bottom right of each page to disable or activate one or more of these services.

Data Retention

SpringCard limits the storage of personal data to the period defined by law and agrees to delete the data from its databases at the end of this period.

Access and Modification

SpringCard informs you of the possibility of exercising your rights of access, communication, and rectification of any information concerning you, as well as your right to object to commercial prospecting operations or for other legitimate reasons.

Update

Please note that this Charter may be amended. Therefore, we invite you to consult this Charter regularly.

Questions and contacts

For any questions regarding our personal data policy, please contact sales@springcard.com, subject GDPR.