

Privacy Policy

Purpose of data collection and processing

SAS Isol International informs that it will process data in a lawful and transparent manner. If such data is inaccurate, Isol International undertakes, without delay, to take all reasonable steps to have it deleted or rectified.

The personal data collected on our website is used to manage the commercial relationship (request for quotation, newsletter and emailing) and to answer questions relating to our company or our products. In accordance with Article 27 of the French Data Protection Act of 6 January 1978, the information required by SAS Isol International and its suppliers to process and execute your requests is indicated on the site.

SAS Isol International collects the data that you communicate

- when you use one of our contact forms,
- when you register for our newsletter, special offers, request documentation, etc.

We may also use your data for advertising purposes, either with your express consent or as permitted by law.

We may also use your data to comply with our legal and/or regulatory obligations.

Recipients of personal data

The recipients of your personal data collected on our website are primarily ourselves for customer relationship management. Other recipients of your personal data are, if necessary, our technical service providers and our commercial partners. If required by law, your consent is obtained or you are given the opportunity to refuse before any data is passed on.

Users' rights

It is recalled that the person whose personal data is processed has the right to access, rectify and oppose the processing of his or her personal data. In accordance with the rights conferred by the current regulations on data protection, you may exercise your rights of access, rectification, limitation of processing, deletion, portability and opposition to the processing of your personal data by sending your request to our postal address or by email.

SAS Isol International®
ZA du Renouveau
9 Rue du Renouveau
78700 Conflans Ste Honorine
isol@isolinternational.com

You may contact the relevant supervisory authority (CNIL) to make any complaint you consider appropriate.

Commercial prospecting by email, newsletter

You may withdraw your consent to receive marketing information and offers at any time by updating your contact preferences (this is particularly the case if you do not

(e.g. if you no longer wish to receive commercial prospecting by email); by contacting our sales department (commercial@isolinternational.com)

Transfer of data

We do not transfer data outside the European Union. Isol International® may transfer data where necessary (e.g. to subcontractors such as graphic designers, printers, etc). This transfer of data will be carried out in accordance with the safeguards, measures and rights set out in current legislation on the protection of personal data and in accordance with our privacy policy.

Changes to the privacy policy

This privacy policy was last updated on 7 July 2020. SAS Isol International® reserves the right to update our privacy policy at any time and we recommend that you review it frequently.

Cookies

Cookie ISOL INTERNATIONAL®

Our website uses cookies. These are small text files that are stored on your hard drive. In order to constantly improve the quality of the services offered on the site and their suitability for your needs, Isol International may use "cookies", text files used to identify your terminal when you connect to one of our services. The deposit of a cookie or tracer in your terminal (computer, tablet, smartphone, etc.) allows Isol International to collect information and personal data. Depending on your choice of settings on your terminal, cookies allow you to

- To use the main features of the Isol International website,
- Optimise our website and detect any technical problems, remember your choices and preferences and personalise your user interface,
- To establish statistics for the purpose of traffic management and use of the various elements making up the Isol International website (sections and pages visited, path taken by the user) in order to improve the ergonomics of the site and the interest of the services offered,
- To evaluate the effectiveness of our advertising campaigns by counting and evaluating the number of sales and clicks according to our advertising investments,
- To know the content of the pages of the site that you visit,
- To share information with other websites in order to provide you with relevant advertisements,
- To share information on social networks.

Depending on your choice of settings regarding the use of cookies, certain cookies may be sent to or read by third parties (advertising providers, communication agencies, etc.) when you browse the Isol International website.

You can adjust your cookie settings at any time. For more information on the use of cookies by Isol International®, please consult our cookie management policy.

TYPES OF COOKIES USED ON OUR SITE

COOKIES THAT ARE ESSENTIAL TO THE USE OF THE SITE (TECHNICAL COOKIES)

They are necessary for navigation on our site, as well as for access to the various products and services. Technical cookies enable us to recognise you, to indicate your visit to a particular page and thus to improve your browsing comfort, in particular to adapt the presentation of our site to the display

preferences of your terminal (language used, display resolution, operating system used, etc.) during your visits to our site, according to the hardware and software used for displaying or reading that your terminal has.

These cookies cannot be deactivated or configured, otherwise you will no longer be able to access the site and/or the site's services.

SITE PERFORMANCE COOKIES

Performance cookies allow us to optimise our website and to detect any technical problems you may be experiencing. They allow us to collect information about how you use <https://www.isolinternational.com>, including the number of visits per page, the number of error messages displayed, the time spent on a page, or the number of clicks on an area of the site. This information is not used for commercial purposes.

ADVERTISING MARKETING COOKIES

Measurement cookies

Measurement cookies allow us to evaluate the effectiveness of our advertising campaigns.

Targeting cookies

Targeting cookies allow us to know :

- the content of the pages you visit,
- the pages and websites you may have visited during your recent browsing, or just before arriving on the <https://www.isolinternational.com> website.

This allows us to offer you personalised advertising, taking into account your preferences. If a computer or mobile device is used by more than one person, it is possible that the person receiving the e-mails or viewing the advertisements is not the person who conducted the search.

We may share some of this information with Isol International or other external partners in order to deliver relevant, targeted advertising to your computer or mobile device.

Google advertising cookie

Google tailors ads served to users based on their browsing on this or other websites. The privacy policy and terms of use for this data are as follows: <https://policies.google.com/privacy>. You can disable this service.

RESPECT FOR YOUR PRIVACY

We are committed to protecting your privacy. We do not associate any personally identifiable information with your cookies. Cookies do not contain your address, date of birth, telephone number or any other personally identifiable information. If your computer or mobile phone is used by several people, or if it has several browsers, it is possible that the contents displayed to other users correspond to your preferences. If you wish, you can change your browser settings by visiting the Cookie management and browser settings section below.

Rejecting Cookies

If you delete the cookies we have stored on your computer, you will no longer be able to take advantage of a number of features that are nevertheless necessary to navigate certain areas of our site. This would be the case if we were unable to recognise, for technical compatibility purposes, the type of browser used by your terminal, its language and display settings or the country from which your terminal appears to be connected to the Internet. Where applicable, we decline all responsibility for the consequences linked to the degraded functioning of our services resulting from the impossibility for us to record or consult the cookies necessary for their functioning and which you would have refused or deleted.

How to exercise your choices, depending on the browser you use?

For the management of cookies and your choice, the configuration of each browser is different. It is described in your browser's help menu, which will tell you how to change your cookie wishes.

For Internet Explorer™: open the Tools menu, then select Internet Options; click on the Privacy tab and then choose the desired level.

For Firefox™: open the Tools menu, then select Options; click on the Privacy tab then choose the desired options.

For Chrome™: open the Settings menu (spanner logo), then select Settings

For Chrome™: click on Advanced Settings, then Content Settings, then choose the options you want

For Safari™: choose Safari > Preferences then click Security; click Show Cookies then choose the desired options.

For Opera™: open the Tools menu, then select Preferences; click on the Advanced tab, then under Cookies click on Manage Cookies; choose the desired options

How do you exercise your choices, depending on the advertising platform?

You can express your choices concerning the distribution from the following platform (published by the Interactive Advertising Bureau France (IAB)): <http://www.youronlinechoices.com/fr/controler-ses-cookies> and www.allaboutcookies.org.

How long we keep your personal data

In accordance with the provisions of the law, we keep your data for a limited period of time

- Identification data (name, e-mail address, etc.): 3 years from the last date of connection to the Site

- Bank details: Your bank details are not kept by our Agency under any circumstances

- Cookies: 13 months maximum from their deposit on your computer or terminal of consultation of the Site

- Prospective customers: 1 year after the date of first activity on the site

Your rights under the French Data Protection Act

In accordance with the French Data Protection Act of 6 January 1978, as amended by the Act of 6 August 2004, you have certain rights to the personal data concerning you. All you have to do is write to the person in charge of processing your data online or by post, indicating your surname, first name, e-mail address and, if possible, your customer reference. In accordance with the regulations in force, your

request must be signed and accompanied by a photocopy of an identity document bearing your signature and specify the address to which the reply should be sent. A reply will then be sent to you within one month of receipt of the request, which may be extended to two months. If you wish to exercise this right, simply send a request by post.

What are your rights regarding your personal data?

Under Article 15 of the European Data Protection Regulation, you have the right to inspect your personal data ("right of access").

Under Article 17 of the EU Data Protection Regulation, you have the right to request the erasure of your personal data or to rectify it if it is inaccurate, out of date, unlawful or if you wish to withdraw your consent ("right of erasure and right of rectification"). Please note that we may retain certain information about you where we are required to do so by law or where we have a legitimate reason to do so, for archival purposes or on public interest grounds. For example, if we believe that you have committed fraud or breached our Terms of Use and we wish to prevent you from circumventing the applicable rules.

Under Article 21 of the new European Data Protection Regulation you also have the right to object at any time, on grounds relating to your particular situation, to the processing of your personal data for direct marketing purposes or to processing carried out on the basis of our legitimate interest unless there are compelling legitimate grounds or legal claims. ("right to object").

Under Article 18 of the new European Data Protection Regulation you have the right to restrict the processing of your personal data ("right to restriction of processing"). Please note that this right only applies if you challenge the accuracy of your personal data during the period of time it takes us to verify the accuracy of your data; in the event of unlawful processing by us and you request a restriction of their use rather than erasure, we no longer need the personal data for the purposes of processing but they are still necessary for you for the establishment, exercise or defence of legal claims; in the event of your exercising your right to object for the period of time required to verify whether the legitimate grounds we are pursuing override yours.

Under Article 20 of the new European Data Protection Regulation you also have the right to the portability of your data, i.e. the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format, and the right to transmit this data to another controller ("right to portability").

You have the right to express your last wishes concerning the fate of your personal data after your death. Otherwise, the deletion of your personal data by a third party will not be possible.

You have the right, by proving your identity as an heir, to require the data controller to take account of the death and to update the data. Concerning this particularity of digital death, an heir cannot, on the basis of the French Data Protection Act, have access to the data of a deceased person.

If you have any questions about this privacy policy or any request relating to your personal data, you can contact us directly by sending an email to our data controller. You also have the right to lodge a complaint with the relevant supervisory authority or to seek redress from the relevant courts if you consider that we have failed to respect your rights.

Social networks

Use of your data with social networks

The use of social networks and services related to these social networks may involve the collection and exchange of certain data between the social networks and Isol International. We invite you to consult the personal data protection policies of the social networks in order to find out exactly what information is collected by the social networks and which may be transmitted to Isol International without any link to its sites, as well as the purposes for which your data may be used, particularly for advertising purposes. You can configure access and confidentiality of your data directly on the social networks. Isol International collects certain information and personal data on its behalf in connection with your activity on the Isol International® social network pages. This data is used for advertising purposes to improve our business relationship and advertising to you in order to provide you with a personalized and social experience. Information collected by Isol International on its own behalf through Isol International sites or services linked to social networks is governed by these terms and conditions and the specific terms and conditions of the site <https://www.isolinternational.com>. However, Isol International® is not responsible for the use that is made of your data by social networks on their own behalf.

Plug-ins and social modules

Our site uses "plug-ins" or social modules. These include the small "like", "share" and "upload" buttons on social networks.

"and "share" buttons on third-party social networks such as Facebook, LinkedIn, Youtube.... Which you can find on our site. They allow you to "like" and share information from the site with your friends on social networks. When you visit a page of our site <https://www.isolinternational.com> (web or mobile) containing plug-ins or social modules, a connection is established with the servers of the social networks (Facebook, LinkedIn...) which are then informed that you have accessed the corresponding page of the site <https://www.isolinternational.com> visited, even if you do not have a Facebook or Twitter user account, and even if you are not connected to your Facebook or Twitter account. For example: If you are connected to a social network while browsing the <https://www.isolinternational.com> website, the social networks to which you are connected will be able to mention your visit in your social network account. If you use the plug-ins (e.g. like), your actions may be recorded and published on your social network accounts depending on the settings in your social network account. If you do not want the social networks to publish your actions from the plug-ins to your accounts on the social networks, you can choose to do so.

If you do not want the social networks to publish your actions from the plug-ins in your social network accounts, you must log out of your social networks before visiting our site.