

PERSONAL DATA

This Specific Information Charter completes the **General Charter** on personal data processing, available on the **DIAGER** Internet site, via the following link : www.diager.com/informations-personnelles.

It specifies **DIAGER's** data processing commitments and informs **you of your rights and how you can exercise them**.

DIAGER reserves the right to change this charter at any time, notably in view of the legal and regulatory context and CNIL doctrine.

PROCESSING: MANAGEMENT OF BUSINESS DEVELOPMENT AND CUSTOMER RELATIONS

DIAGER processes your personal data in the context of its business development and customer relations operations with your company.

PURPOSES :

- Operations relating to business development.
- Operations relative to customer management: Contracts, orders, deliveries, invoices, accounting, accounts receivable management in particular, monitoring of customer relations, management of unpaid items and disputes, etc.
- Competitions and other promotional operations.
- Commercial statistics.

LEGAL BASIS :

For operations relating to business development: Legitimate interest.

For the management of customer relations: Contractual or pre-contractual measure.

For competitions and other promotional operations: Consent.

RETENTION PERIOD :

The data used for operations relating to business development is kept:

- For business development targets: For 3 years from the time of the last contact.
- For customers: Throughout the commercial relationship, then for 3 years from the end of the commercial relationship.

The data used for operations relating to customer management is kept:

For the period of the contractual relationship.

- Then for 5 years after the end of the contractual relationship to ensure our rights are protected and upheld in the event of disputes.

The data used for competitions and other promotional operations will be kept for the time required for the operations for which it has been collected and will be specified for each operation.

RECIPIENTS :

For business development operations, data is used by employees in charge of these operations at **DIAGER**.

For operations relating to customer management, the data is used by employees responsible for monitoring commercial relations, accounting/invoicing and by employees in departments involved with the contract, organisms, legal auxiliaries and ministry officers in the context of their debt recovery missions.

For competitions and other promotional operations, data is used by employees in charge of these operations at **DIAGER** and service providers, as applicable.

CONTACT :

Should you require information concerning the Personal Data Charter implemented by **DIAGER**, please contact us at dpo@diager.com.