

# Le Verger de Ramonville Privacy Policy

**Last update : August 14, 2024**

Le Verger de Ramonville is part of Franck SAS. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website and/or our other services.

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## What data do we collect?

Le Verger de Ramonville collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Credit worthiness data
- Financial information (Credit card numbers, financial account numbers, etc.)
- Internet activity information (Internet browsing history, search history, page views, etc.)
- Online identifiers (IP address, cookie identifiers, etc.)
- Geolocation information (can be derived from IP address)

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## How do we collect your data?

You directly provide Le Verger de Ramonville with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

Le Verger de Ramonville may also receive your data indirectly from the following sources:

- American Express
- Apple Pay
- Apple Wallet
- China UnionPay
- Diners Club
- Discover
- Google Marketing Platform
- Google Pay

- Google Wallet
- JCB
- Le Crédit Lyonnais
- Mastercard
- Visa

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## How will we use your data?

Le Verger de Ramonville collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.
- Notify you about the status of your order.
- Get anonymous analytics about the use of our services.

If you agree, Le Verger de Ramonville will share your data with our partner companies so that they may offer you their products and services.

- American Express
- Apple Pay
- Apple Wallet
- China UnionPay
- Diners Club
- Discover
- Google Maps Platform
- Google Marketing Platform
- Google Pay
- Google Wallet
- JCB
- Le Crédit Lyonnais
- Mastercard
- Visa

When Le Verger de Ramonville processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

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## How do we store your data?

Le Verger de Ramonville securely stores your data in France on company's own computers and/or on servers provided by OVH SAS which is a subsidiary of OVH Groupe SA.

Le Verger de Ramonville will keep your personal identification information, your internet activity information, your online identifiers and your geolocation information for up to 2 years after the end of the provision of the service to you. Once this time period has expired, we will delete your data by erasing the corresponding data from our computers and servers.

Le Verger de Ramonville will keep your credit worthiness data and your financial information only during the time needed to process your payment. Once the payment has been successfully completed, we will delete your data by erasing the corresponding data from our computers and servers.

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## Marketing

Le Verger de Ramonville would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Google Marketing Platform
- Google Maps Platform

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Le Verger de Ramonville from contacting you for marketing purposes or giving your data to other members of Franck SAS.

If you no longer wish to be contacted for marketing purposes, please send a letter by post to the following address: 12 Avenue Tolosane, 31520 Ramonville-Saint-Agne, France.

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## What are your data protection rights?

Le Verger de Ramonville would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request Le Verger de Ramonville for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that Le Verger de Ramonville correct any information you believe is inaccurate. You also have the right to request Le Verger de Ramonville to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that Le Verger de Ramonville erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that Le Verger de Ramonville restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Le Verger de Ramonville's processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Le Verger de Ramonville transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by one of the following means:

- Write to us: 12 Avenue Tolosane, 31520 Ramonville-Saint-Agne, France
- Or call us at: (+33) 05 61 75 86 28

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## What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

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## How do we use cookies?

Le Verger de Ramonville uses cookies in a range of ways to improve your experience on our website, including:

- Keeping your preferences about cookies
  - Keeping your preferred language
  - Understanding how you use our website
  - Provide certain services that require third-party cookies
  - Personalize the ads you see through our partner Google Marketing Platform
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## What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Strictly Necessary Cookies** – Le Verger de Ramonville uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and your preferences about cookies. These also allow the website to display properly by loading the correct fonts, icons and interactive components (like buttons, etc.) from our partners Google Fonts and Material Web. A mix of first-party and third-party cookies are used.
  - **Functionality Cookies** – Le Verger de Ramonville uses these cookies so that we can provide you with certain services that require third-party cookies.
  - **Analytics Cookies** – Le Verger de Ramonville uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Le Verger de Ramonville sometimes shares some limited aspects of this data with third parties for analytics purposes.
  - **Marketing Cookies** – Le Verger de Ramonville uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Le Verger de Ramonville sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.
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## How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

If you want to limit what cookies are loaded when visiting our website, we recommend you to use the cookie preferences prompt displayed when first visiting our website or by changing your preferences at any moment by clicking the link at the bottom of every page of the website. By using the preferences prompt, you ensure that only the selected cookies are loaded without breaking the functionality of the website.

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## Privacy policies of other websites

Le Verger de Ramonville's website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

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## Changes to our privacy policy

Le Verger de Ramonville keeps its privacy policy under regular review and places any updates on the web page available at: <https://le-verger-de-ramonville.fr/confidentiality>. This privacy policy was last updated on August 14, 2024.

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## How to contact us

If you have any questions about Le Verger de Ramonville's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

- Write to us: 12 Avenue Tolosane, 31520 Ramonville-Saint-Agne, France
- Or call us at: (+33) 05 61 75 86 28