

Detailed Information Notice

ORDERS AND COMMERCIAL COMMUNICATIONS – CUSTOMERS

Last updated : 20/03/2025

This detailed information notice concerning the aforementioned processing activity aims to provide you with all the required information as stipulated by the applicable regulations on personal data protection, notably the General Data Protection Regulation ("GDPR").

➤ Identity and contact details of the data controller

Saint-Gobain SEVA
43 rue du Pont de Fer
71105 Chalon-sur-Saône

➤ Purpose of processing

○ Objectives

This processing activity has been implemented to manage the execution, delivery, invoicing, and collection of your orders, as well as to enable you to receive information about our products and services, and keep you informed about our news, updates, and event invitations.

○ Legal basis for processing

Order management is necessary for the performance of the contract you have entered into with us. The sending of commercial communications is based on our legitimate interest in offering you products, services, and event invitations that may be of interest to you.

➤ Data and retention periods

Categories of data	Data sources	Retention periods
<ul style="list-style-type: none">• Customer identity: Name, First Name, Title, Address, Email, Phone Numbers, Role within the company• Commercial relationship tracking: Connection data and browsing history, etc.	Direct collection from customers (forms, website, applications, trade shows, etc.)	Connection data: 13 months (via the use of cookies) Throughout the duration of the commercial relationship and up to 3 years after its termination

Where applicable, individuals are informed of whether the requested data is mandatory or optional, as well as the consequences of failing to provide the requested information.

➤ Recipients

The recipients of your personal data may include: The commercial departments of the aforementioned data controller, as well as those of other Saint-Gobain Group companies located in France, excluding companies involved in distribution activities.

➤ Data transfer outside the European Union

When personal data is processed by subcontractors, it may be transferred outside the European Union. To regulate and ensure the security of these transfers, either the Saint-Gobain Group has signed standard contractual clauses from the European Commission with subcontractors located outside the European Union, or these subcontractors have implemented Binding Corporate Rules (BCR).

➤ **Rights of individuals**

You may exercise the following rights concerning your personal data:

- o Right of access;
- o Right to rectification;
- o Right to erasure;
- o Right to restrict processing;
- o Right to object;
- o Right to define directives regarding the handling of your data after your death.

If you believe, after contacting us, that your rights are not being respected or that this data processing does not comply with data protection rules, you have the right to file a complaint with the CNIL (Commission Nationale de l'Informatique et des Libertés).

➤ **Contact details of the Privacy Correspondent**

To exercise your rights or for any questions regarding the processing of your data, you can contact us at the following:

- By email: privacycontact.sgseva.fr@saint-gobain.com
- By postal mail: To the attention of the Privacy Correspondent - Saint-Gobain SEVA 43 rue du Pont de Fer 71105 Chalon-sur-Saône

➤ **Additional Information**

The elements of this detailed information notice may be subject to changes based on the requirements of applicable local law.

To access the latest information regarding the protection of your personal data at any time, please visit the "Your Data and Your Rights" section of our website: <https://www.saint-gobain-seva.com/>.