

Privacy policy

1. Field of application

This privacy policy applies to the collection and use we make of your personal data when using our services and our web platform.

The use of third-party services such as payment method providers are not subject to this privacy policy. Please see the privacy policies of these services for more information.

2. Information we collect

We collect the following personal data:

- Civility
- Name
- Name
- Postal address
- Address e-mail
- Fixed/mobile phone number

The personal data we collect is collected through paper or electronic forms sent to our destination by mail or through our web platform. This information is transmitted to us either directly by the person concerned, or by the management.

Some of this personal data is required to allow us to provide you with the requested service. If you refuse to provide this personal data, we will not be able to allow you to benefit from our services.

When we connect to our web platform, we collect the following information:

- The login date
- The name of your web browser
- The language of your web browser
- Your operating system
- Your IP address

Every time you top up, regardless of the payment method, we collect information about:

- The date of top up
- The payment method used
- The amount
- The statement of your balance

We also collect, through our products, your information on how you use our services. This information includes:

- The date of use
- The number of the product used
- The length of time it will be used
- The amount cashed in
- The statement of your balance

Opinion polls are also likely to be organized to improve the experience of using our products and services.

3. What we do with your information

We collect and process your personal data to:

- Allow you to use our services
- Send you notifications
- Send you information about our services
- Ensure that your building's schedule is respected
- Ensure respect for equipment and premises
- Make statistics
- Improving our products and services

We do not sell or share your personal data to outside advertisers.

We only pass on your personal data to third-party services if this is necessary in the context of services provided or in the event of contractual requirements. The use of data transmitted for this purpose by third parties is clearly limited to the objectives mentioned.

Some of the service providers are located abroad. We do, however, ensure that your personal data remain adequately protected at all times.

4. How long it will take to keep your information

We only keep your personal data for the time strictly necessary to perform our services. This period may be up to 10 years after the end of the user contract, unless the applicable data protection law provides for a period of preservation that is lower or higher.

5. Cookies

We use cookies to, among other things, simplify your use of the web platform. These cookies are data automatically stored by your web browser on your computer's hard drive when you connect to our web platform.

No personal data is stored in cookies and no other access to your hard drive is made by our web platform.

You can set up your web browser so that no cookies are saved to your computer or you are alerted if a new cookie is registered. For more information, please refer to the help section of your web browser.

The consequences of deactivating cookies in your browser may be an inability to benefit from our products and services. No guarantee can be provided on this subject.

6. Your rights

We are committed to offering you a right to object and withdraw your personal data. You can exercise at any time and under data protection laws, the right to access, correct and delete your personal data as well as the right to withdraw your consent to the processing of your personal data.

7. Security of your information

The personal data we collect is stored in a secure environment. The services companies we employ are subject to the obligation of confidentiality and compliance with the guidelines of the law on the protection of personal data. We make every effort to ensure the protection of your personal data in order to handle, partial or total loss as well as against an access authorized by third parties.

8. Contact

If you have any questions about the protection of your personal data or to assert your rights, please contact us via our available contact form.