PRIVACY POLICY

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Last updated: June 2025

This privacy policy explains how Eurovanille, a company specialized in the processing and sale of natural and synthetic vanilla products, as well as spices, collects, uses, and protects the personal data of its professional customers via the website www.eurovanille-vanifolia.com (hereinafter the “Site”).

1. Data Controller

The data controller is: **Eurovanille**
Address: Route de Maresquel, 62870 Gouy-Saint-André, France
Email: digital@eurovanille.com
Phone: +33 (0)3 21 90 00 10
SIRET number: 449 095 678

2. Data Collected

In the course of our B2B activities, we collect the following data:

- Company name, full name, date of birth, and gender of the contact
- Billing and shipping addresses
- Professional email address
- Professional phone number
- Intra-community VAT number
- Order history and purchasing preferences
- Login information (username and encrypted password)
- Browsing data (via cookies, subject to your consent)

3. Purposes of Processing

The data is processed for the following purposes:

- Creation and management of professional accounts
- Order processing and shipping
- Customer relationship and after-sales service management
- Sending commercial information about our products (if consent has been given)
- Improving site performance and analyzing user experience
- Fraud prevention and payment security

4. Legal Bases

The processing is carried out based on:

- Contractual obligations (order, delivery)
- Our company’s legitimate interest (statistics, security, customer loyalty)
- Consent (newsletter, cookies)

5. Data Recipients

The data is strictly shared with:

- Our internal teams (sales, logistics, accounting)
- Our service providers: hosting providers, carriers, payment processors, web developers
  All parties are bound by a confidentiality obligation.

6. Data Retention Period

Personal data is retained:

- For the duration of the commercial relationship
- For 5 years for legal and tax purposes
- For 2 years from the last contact for marketing data

7. Your Rights

In accordance with Regulation (EU) 2016/679 (GDPR), you have the following rights:

- Access your data
- Rectify or delete your data
- Restrict or object to processing
- Data portability
- Withdraw your consent at any time

For any request, please contact: digital@eurovanille.com *

8. Cookies

Our website uses technical cookies and, with your consent, audience measurement and advertising cookies. You can manage your preferences via the information banner displayed during your first visit.

9. Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, or disclosure.

10. Transfers Outside the European Union

No personal data is transferred outside the EU without appropriate safeguards, including the European Commission’s standard contractual clauses.

*You may also lodge a complaint with the CNIL in the event of a dispute.