

## **PERSONAL DATA PROTECTION POLICY APPLICABLE TO EXISTING AND PROSPECTIVE CUSTOMER AGREEMENTS**

This personal data protection policy defines and informs you about the way in which the French National Laboratory of Metrology and Testing (*Laboratoire national de métrologie et d'essais* – LNE) uses and protects the personal data they collect from their existing and prospective customer contacts.

Personal data collected as part of our marketing and sales process is processed according to Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and amended French Law No. 78-17 of 6 January 1978, on information systems, files and liberties.

### **Identity of the data controller**

The data controller is the French National Laboratory of Metrology and Testing (LNE), a public institution of an industrial and commercial nature, with registered office at 1 rue Gaston Boissier 75724 Paris, France, tel.: 01 40 43 37 00, [info@lne.fr](mailto:info@lne.fr), [www.lne.fr](http://www.lne.fr).

### **Means of collecting personal data**

As part of our relations, you are likely to send us your personal data by various means and, in particular, through our websites, by filling in a data collection form, during a request for or delivery of a service, when you establish any contact with LNE or when you send us your personal data in any other way.

### **Purposes of processing and legal basis**

The purposes of processing this data are, in particular and non-exhaustively:

- responding to requests;
- handling service requests and managing our commercial relations;
- facilitating the completion of administrative formalities for signing up to our training sessions, technical days, webinars and other events organized by LNE;
- providing you with information on LNE, and its technical, regulatory or standard developments that are likely to interest you;
- ensuring that our information, offers and other forms of services correspond as far as possible with your interests.

LNE, as part of its marketing and sales process, processes your personal data for the purposes of legitimate interests pursued by LNE and in particular for the development and improvement of our services and our service offering.  
LNE undertakes not to contradict interests, freedoms and fundamental human rights.

### **Recipients of personal data**

The recipients of personal data are solely LNE and its sales, marketing and communication department for processing concerning the marketing and sales process, its operational departments for delivery of the services requested (tests, calibrations, certification, training, R&D) and its accounting agency for invoicing the services.

LNE does not commercialize personal data.

However, LNE may use third party service providers who process personal data on their behalf, for example for telemarketing campaigns, mailings, customer satisfaction surveys and where applicable, data hosting.

### **Period for which your personal data is stored**

Personal data is not stored beyond the period necessary to fulfill the purpose of the processing, while respecting the statutory and regulatory limits applicable, or another period taking into account operational constraints such as efficient management of the customer relations and responses to legal claims or requests from the supervisory authorities.

With regard to existing customers, the information is stored for the duration of the contractual relations and for 10 years after the end of the contractual term.

With regard to prospective customers, the information is stored for 3 years after its collection or the last contact with the prospective customer.

In addition, LNE regularly analyses the data stored and removes data which seems obsolete or expired.

### **Rights of the persons whose personal data is collected**

According to the applicable regulations on the subject of personal data protection, you have a right of access, right to rectification, right to erasure of your personal data, as well as rights to restrict and object to processing and a right to the portability of your data.

You can exercise these rights by sending an email to [info@lne.fr](mailto:info@lne.fr) or by letter to:

Laboratoire national de métrologie et d'essais  
Direction commerciale, marketing et communication  
1 rue Gaston Boissier, 75724 PARIS Cedex 15, France

LNE responds to the person who has exercised their above-mentioned rights within a period of one (1) month of receiving the request. This period can be extended by two (2) months, taking into account the complexity and number of requests.

You also have a right to appeal to the French Data Protection Commission (*Commission nationale de l'informatique et des libertés* – CNIL) in the event of violation of the applicable regulations on personal data protection

### **Information systems security**

LNE implements all reasonable technical and organizational measures, with regard to the nature, extent and context of the personal data you send us and the risks presented by its processing, to keep your personal data secure, and, in particular, to prevent any destruction, loss, alteration, disclosure, intrusion or unauthorized access to this data, whether by accidental or illicit means.

### **Updating the policy**

This confidentiality policy is liable to be modified or supplemented at any point by LNE, particularly in view of complying with any legislative, regulatory, legal or technological developments.

The up-to-date document is available on the LNE website ([lne.fr](http://lne.fr)).

***July 2019***