

INFORMATION RELATING TO THE MANAGEMENT OF THE CUSTOMERS REQUESTS

Controller :

The contact form available on the UTAC websites is a personal data processing operation managed by UTAC HOLDING ("UTAC"), whose registered office is located at the following address:

Autodrome de Linas-Monthéry
Avenue Georges Boillot
91310 Linas

Purpose of processing and personal data collected:

Purposes

The purpose of the processing is to manage requests from third parties.

It enables UTAC to:

- Receive requests electronically
- Track requests and follow-ups
- Assistance with activity management
- Management of statistics and activity reports

Provided you do not object, the data collected from professionals may be re-used to send our newsletters.

Lawful basis

Article 6 paragraph 1. (f) of the General Data Protection Regulation (RGPD).

Processed data:

Categories of data processed

- Identity (title, first name, last name: mandatory)
- Contact details (email required, telephone optional)
- Company (optional)
- Subject of request
- Date of request
- Answer given
- Date of response

Data collection

- From the data subjects via the contact form available on UTAC websites and applications.

Data subjects

- Customers (individuals and professionals)

Recipients of the personal data:

Within the limits of their respective responsibilities are recipients of all or part of the data:

- Sales Department of UTAC France
- Sales Department of UTAC UK
- Marketing department where applicable

No data is transferred outside the European Union.

Data Retention period:

Third-party requests and responses are kept for six (6) months from the last contact.

Individual rights:

You have the right to access your personal data, to object to its processing, to have it corrected or deleted. You also have the right to limit the processing of your data.

If you want to do so or if you have any other question concerning your personal data, please address it by email at : dpo@utac.com

Finally, you have the right to complain. Complaints may be submitted through any channel. However, individuals are encouraged to use the preferred contact channel by reaching directly our Data Protection Manager via :

Email : dpo@utac.com

Online form : <https://www.utac.com/contact>

so that we can address your request or complaint promptly and effectively.

We will handle your complaint in accordance with our internal data protection complaints procedure and will keep you informed of the progress and outcome.

If you are not satisfied with our response, or if you believe that your personal data has been processed in a manner that does not comply with applicable data protection laws, you have the right to lodge a complaint to the relevant Data Protection Authority (e.g. CNIL, ICO, etc.).