

PRIVACY POLICY

Welcome on **itec-pro** !

Protection of your privacy and your personal data is taken really seriously by itec-pro.eu.

This privacy policy will explain how we are collecting and using your data during our commercial activity.

In particular, we are presenting here the choices available regarding your personal data processing and, [your rights](#) in that matter.

Web-browsing on itec-pro.eu, you declare that you agree to the terms of the present privacy policy.

This privacy policy completes the [General Terms of Use](#) and the [General Terms of Sale](#) of the website itec-pro.eu

It applies to the personal data and the navigational data collected during your visit on itec-pro.eu

This document can be modified at any time and any occurring changes will come into effect immediately. We therefore advise you to consult it regularly.

The latest and current version of this privacy policy will be permanently available on itec-pro.eu

The original version of this privacy policy is written in French. If any translated version conflicts with the French version, the latest will prevail.

OPENING DETAILS:

- The terms « we » or « ours » refer to itec-pro.eu and by extension to the company owning itec-pro.eu;
- The terms « you » and « yours » refer to yourself and any other person accessing itec-pro.eu, your personal account, or who makes any choice regarding cookies on itec-pro.eu via your web browser or terminal;
- The term « terminal » refers to the device you are using to connect to itec-pro.eu: computer, smartphone, tablet etc...
- The personal data is the data allowing your identification (first name, last name, email, postal address, IP address...) and is filled out in particular when creating your user account, ordering or web browsing on itec-pro.eu

1. PROCESSING MANAGER

The processing manager of your personal data on www.itec-pro.eu is:

COMEX EURO DEVELOPMENTS a limited company with a share capital of 100 000 euros, a Luxembourg company with registered office at 33A route de Luxembourg L-5752 FRISANGE in the GRAND DUCHE DU LUXEMBOURG, registered in the Luxembourg Register of Trade and Companies, under the number B 169.424.

COMEX EURO DEVELOPMENTS is represented in the person of Mister Fabien BEDET.

With a view to preserving your privacy, COMEX EURO DEVELOPMENTS is committed to setting up every necessary measures to ensure the security and confidentiality of your personal data, in accordance with applicable laws and regulations.

We particularly comply with the regulation 2016/679 of the European Parliament and Council from April the 27th of 2016 relating to the protection of the natural person regarding the processing of personal data and the free circulation of this data, known under the name GDPR.

2. WHAT DATA DO WE COLLECT?

Your personal data is collected during the following operations:

- Ordering on itec-pro.eu ;
- Creating a user account on itec-pro.eu;
- Subscribing to the newsletter ;
- Participating in a contest ;
- Customer service ;
- Leaving a customer feedback ;
- Instant messaging service ;
- Web browsing (IP address).

Information such as your first name, last name, postal address, email address, can be required.

When you fill out the forms while creating your user account or any other form on itec-pro.eu, we indicate with an asterisk if the required information are optional or compulsory.

In the case where you don't indicate the necessary information in the fields marked with an asterisk, we won't be able to answer your requests or provide you with the desired services.

The fields which are not marked with an asterisk are not compulsory but can be filled out at your convenience.

3. WHY DO WE NEED THIS DATA?

The main purpose is to allow us to ship your order as fast as possible.

But we also need it to give you a proper customer service.

In order to better understand the benefit of collecting data, here is a list of the reasons and purposes for which your data is processed when you consult or use itec-pro.eu

- Managing and processing orders ;
- Managing of your online basket and user account;
- Managing and processing of deliveries ;
- Managing and processing of customer services;
- Managing and processing of product support;
- Collecting and managing customer feedbacks on the products of itec-pro.eu;
- Sharing information with our providers (for example the shipping company handling your delivery);
- Customizing itec-pro.eu and its functionalities;
- Launching of information, loyalty and prospecting campaigns (newsletters, commercial offers);
- Organizing lotteries and contests;
- Establishing commercial statistics (usage frequency of itec-pro.eu, viewing frequency of the pages, origin of the visitors...);
- Fighting fraud during payments.

The information you provide to us and which we use are indispensable for you to browse and order on itec-pro.eu.

However it's for you to decide if you wish to be informed of offers, sales promotions and contests (see [section 10](#))

You can always change your mind if you want to, you just have to notify us by sending a message at: contact@itec-pro.eu.

4. SHARING YOUR DATA

Your personal data can be shared with providers acting on behalf of itec-pro.eu, in order to carry out its activities.

These providers act as subcontractors for itec-pro.eu

Your data can be transmitted to our subcontractors in order to carry out the following operations:

- Shipping orders;
- Gathering of customer feedbacks;
- Managing of phone calls and claims;
- Fighting fraud.

itec-pro choose [Verified-reviews](#) to collect customers reviews on its services and products.

Verified-reviews is an independent company and a trusted third-party, that collect e-sellers' customer reviews after each sale. Its goal is to help customers to identify the most trustworthy e-sellers as the best products, based on true reviews.

5. TRANSFERRING YOUR DATA

For the needs of the above mentioned purposes, your personal data can be transferred to our partners located in other member states of the European Union.

The countries in question therefore offer your personal data the same security guarantees as Luxembourg, and are submitted to the same European regulations.

6. YOUR RIGHTS

The European regulation 2016/679 regarding the protection of personal data ensures you a number of rights:

- Obtain communication, correction and if need be erasure of your personal data;
- Oppose the processing of your personal data for legitimate reasons;
- Withdraw consent to the processing of your personal data;
- Obtain a copy of your personal data in an usual and organized format in order for you or itec-pro.eu to transmit it to another processing party
- Notify itec-pro.eu of your instructions regarding the fate of your personal data in the event of death. Failing to do so, your heirs will be able to assert their rights in accordance with the current legislation;
- You can assert either of those rights by contacting itec-pro.eu at this email address contact@itec-pro.eu and proving your identity, or by registered mail;
- You also have the right to make a complaint to the Commission Nationale pour la Protection des Données (CNPD) or any other competent supervisory authority in case of legal dispute regarding the above mentioned processing of your data.

Your orders may be cancelled and/or your user account closed if itec-pro.eu were no longer in possession of the necessary personal data because of the exercise of the above mentioned rights.

Fees can be charged by COMEX EURO DEVELOPMENTS for unfounded or excessive requests of retrieval or copy of your personal data.

7. YOUR DUTIES

As stated in our [General Terms of Use](#), you commit to giving our services personal data which is exact, correct, up to date and full.

You also have to uphold and update quickly your personal data so that it stays exact, correct, up to date and full.

You can do so by logging into your user account or contacting our services if need be.

8. DURATION OF THE DATA RETENTION

itec-pro only keeps your personal data as long as for it to fulfill the purposes listed in [section 3](#).

The duration of the data retention will change whether you are a customer or not.

You already have ordered on itec-pro.eu

If you already are a customer of itec-pro.eu the duration of the relevant data retention is ten (10) years as of your last order made on itec-pro.eu.

This duration is necessary for us to comply with legal obligations and regulations we have to follow.

This duration of data retention involves in particular invoices and details of orders.

You have never ordered on itec-pro.eu

If you are an itec-pro.eu user but have yet to order, you may have given us personal data by subscribing to our newsletter, participating in a contest or any other commercial event organized by itec-pro.eu.

In this case, your data will be kept for a reasonable time, allowing us to keep you informed about our products and activities.

The duration of the data retention starts as of the dispatch of the last email from itec-pro.eu

If you don't answer these commercial offers within three (3) years, then we will automatically erase your personal data.

9. DATA PROTECTION AND FIGHT AGAINST FRAUD

Personal data

We collect and process your personal data in accordance with rules and processes which gives us the ability to ensure its security and confidentiality.

Banking data

No data in relation to your credit card is kept or processed directly by itec-pro.eu

The credit card payments are securely executed under the responsibility of our provider the Afone Paiement company registered in the Angers (France) Register of Trade and Companies under the number 530 129 204.

Our providers

All of the providers that itec-pro.eu calls on and have access to part of or all of your personal data are subcontractors.

Therefore and generally speaking, while processing your data, these providers have to implement security and confidentiality measures according to the current laws, particularly to the 2016/679 European regulations regarding the protection of personal data.

10. COMMERCIAL OFFERS

itec-pro.eu can use your personal data to send you its newsletter, its promotional and commercial offers or the updating of its online catalog.

By email

Before any operation of commercial prospection, itec-pro.eu makes sure to obtain your consent.

As you create your user account, you will be asked to agree to receive the newsletter as well as any commercial offer coming from itec-pro.eu

If you already are a customer and if the commercial messages deals with products similar to some you have previously ordered, we can send you commercial messages without asking for your consent beforehand.

In any case you always have the possibility to unsubscribe for free by clicking on link at the bottom of each email or by changing the preferences of your user account.

By telephone

Phonecalls

It is possible we contact you by phone so as to keep you informed of our commercial and promotional offers.

In case you don't wish to take advantage of this service, you can tell us by writing to contact@itec-pro.eu.

SMS

We can also send you our offers via SMS. If you no longer wish to receive these offers via SMS, you just have to send « STOP » to the number attached to the SMS.

Of course you can oppose the reception of our offers via SMS from your user account on itec-pro.eu or by writing to contact@itec-pro.eu.

11. COOKIES AND OTHER TRACKERS

While on itec-pro.eu, « Cookies » files can be use so as to improve the quality of the services provided to you as well as your web browsing and buying experience.

This section aims at informing you on the purposes of these « Cookies » and your rights regarding their use.

Cookies emitted by itec-pro.eu

Cookies or trackers are small text files downloaded onto the hard drive or flash memory of your terminal (computer, tablet, smartphone) through the browser used to connect to itec-pro.eu. Cookies are text files containing information which can only be read by the emitter and can identify your terminal.

These cookies we use are essential to the operation of itec-pro.eu and the customization of its services.

Depending on the choices you made in the cookies banner (see next section), these cookies will be downloaded onto the terminal you are using and have a limited lifespan.

Our cookies are classified in several categories:

Essentials

The essential cookies, are cookies which allow itec-pro.eu to work properly. To grant you access to itec-pro.eu, these cookies are downloaded on your terminal right from the start and are not subject to choices. Without them, it would be impossible to navigate normally on itec-pro.eu and use its different functionalities.

In particular these cookies aim at:

- Memorizing the information contained in filled out forms on itec-pro.eu (registration or log in to the user account, content of the online basket etc...)
- Granting access to your personal space with your username (user account)
- Offering an instant message service to answer your questions

Statistics

Statistics cookies are used to aggregate anonymous statistics about the number of visits on itec-pro.eu, their frequency, the consultation quantity of itec-pro.eu different pages.

They also are used to improve itec-pro.eu display and intuitiveness.

Marketing

Marketing cookies are only issued and read by itec-pro.eu. They help us to provide you with interest-based ads.

While browsing on itec-pro.eu, other cookies or trackers can be stored on your device by other companies not linked to itec-pro.eu. These cookies are issued for the advertising and marketing purposes, they can only be read by the issuing company. The way these companies used your personal data are not of itec-pro.eu responsibility.

In order to know more about these companies identity, please see "[cookies section](#)" on itec-pro.eu.

You choice about cookies

As itec-pro.eu user you are free to accept or not itec-pro.eu cookies.

The first mean to exercise your choice is by using the banner cookies that pops-up when browsing on itec-pro.eu

Only essentials cookies are compulsory because without them we cannot ensure you with a proper browsing on itec-pro.eu, nor accessing to its functionalities.

When you consent to the cookies storage on your browser, this consent is valid for 13 months maximum.

This duration might be shorten, for example when you go directly on your browser history and decide to erase the stored cookies.