Personal Data & Privacy Policy

Commitment to Privacy

Soubalt Agro-Alim. is committed to protecting the confidentiality, integrity, and security of the personal data we process. We comply with all applicable data protection laws and uphold the highest ethical standards in safeguarding your privacy.

This policy outlines the principles we follow when processing personal data, as well as the practical aspects of how we manage it.

What Personal Data Do We Collect?

Personal data means any information that can identify a living individual. We may collect the following:

Website Visitors

- **Contact details**: name (or pseudonym), email, phone number, and address.
- **Correspondence**: information relevant to enquiries you send us.
- **Other details**: any information you voluntarily provide.
- **Cookies**: limited technical data collected automatically to improve your browsing experience. For details, see our **Cookies Policy**.

You may contact us at any time regarding your personal data at: **support@soubalt.com**.

How We Use Your Personal Data

- To provide news, updates, and information about Soubalt Agro-Alim. and its activities.
- To respond to specific enquiries and maintain business communications.
- To invite clients to relevant events and activities.

You may **opt out** or update your communication preferences at any time by emailing **support@soubalt.com**.

Your Rights Under Data Protection Law

As a client, you have the following rights regarding your personal data:

1. **Right of Access**
    - You may request a copy of the personal data we hold about you.
    - Requests will be handled promptly and provided in a convenient electronic format.

- We do not share or transfer personal data to third parties.

2. **Right to Rectification, Erasure, and Restriction**
    - You may ask us to correct, delete, or restrict the processing of your personal data.
    - We will inform you of any implications such actions may have (e.g., reduced communication or inability to provide updates).
    - Requests must be submitted by email to **support@soubalt.com**.
3. **Right to Object**
    - You may object to the use of your personal data, including for marketing purposes.
    - We will respect your rights unless we have a lawful basis to continue processing.

We aim to respond to all valid requests within **one month**.

Data Security

We implement appropriate **technical and organisational measures** to protect personal data from accidental or unlawful destruction, loss, alteration, or unauthorised access.

Please note: while we use encryption and other safeguards, no Internet transmission is 100% secure. If you believe your data has been compromised, contact us immediately at **support@soubalt.com**.

Before introducing new systems or technologies that involve personal data, we conduct **privacy impact assessments** to evaluate potential risks.

Data Retention

We retain personal data only as long as necessary for the purposes outlined in this policy, unless you request otherwise.

Data Breaches

In the event of a data breach affecting your personal information, we will:

- Notify affected individuals as soon as possible,
- Provide details on the nature of the breach and potential consequences,
- Outline corrective measures in accordance with legal requirements.

Complaints

If you are dissatisfied with how we process your personal data, you may:

1. Contact us directly at **support@soubalt.com**, or
2. File a complaint with the **Commission Nationale Informatique & Libertés (CNIL)**, the French data protection authority:
    - Address: 3 Place de Fontenoy, TSA 80715, 75334 Paris Cedex 07
    - Phone: 01 53 73 22 22
    - Website: www.cnil.fr

Contact Us

For questions or requests regarding this policy, please email: **support@soubalt.com**.

Policy Updates

We may update this policy from time to time in line with changes to our data processing practices or legal requirements. Any updates will be posted on our website, and where required, we will notify you directly.