

LEROY MERLIN PRIVACY POLICY

The Privacy Policy implemented by LEROY MERLIN concerns all processing that it carries out with data collected from Residents in connection with the various services it offers, whether in-store or via its websites and mobile applications (smartphone, tablet, etc.). The Privacy Policy can be accessed from each page on the website <https://www.leroymerlin.be> by clicking on the 'Privacy Policy' link.

Whenever they request our services, or use or purchase our products, Residents are trusting us to process their data. LEROY MERLIN's Privacy Policy aims to set out what information is collected, why it is collected and how it is used.

To that end, LEROY MERLIN protects the privacy of its Residents by complying with the legislation in force and by following its internal rules on personal data protection that it has adopted to uphold and guarantee the rights of Residents regarding the personal data they entrust to it. LEROY MERLIN fulfils the required formalities and record-keeping for its processing.

This Privacy Policy supplements the General Terms and Conditions of Sale and Service offered by LEROY MERLIN and applies to all personal information and browsing data collected and processed during contact between LEROY MERLIN and Residents, both in its stores and via the website or mobile applications offered by LEROY MERLIN.

To simplify the process of familiarisation with its commitments regarding personal data, LEROY MERLIN has grouped all of its General Terms and Conditions of Sale and Service into a single area on its website, where they can be viewed easily.

These rules are important, and we recommend taking the time to read them carefully.

1. OUR KEY COMMITMENTS

The Privacy Policy introduced by LEROY MERLIN focuses on fulfilling nine promises to Residents:

- 1. Collection and use:** collection of personal data after obtaining explicit consent from the Resident for a clearly defined purpose.
- 2. Consent:** after obtaining explicit consent for the intended purpose, LEROY MERLIN will offer the Resident information, promotions and services corresponding to their stated interests and projects or that LEROY MERLIN has deduced from analysis of personal data collected with the explicit consent of the Resident.
- 3. Web browser cookies:** after obtaining explicit consent for the intended purpose, web browser cookies and IP addresses are stored unless otherwise required for computer security reasons. LEROY MERLIN offers the Resident all means to accept or refuse the installation of such web cookies on their mobile device as well as the storage of their IP address.

4. **Storage:** hosting, preferably in France or otherwise in the European Union (excluding the United Kingdom).
5. **Retention period:** storage of personal data only for the time that is necessary for the processing purposes or for the provision of the chosen service.
6. **Sharing and transfer to third parties:** as a company of the Adeo Group, LEROY MERLIN may be required to share and/or exchange certain information with the other companies in its group, always with the aim of fulfilling the purposes set out in Article 5 herein (namely in order to improve the quality of its services or to offer a more personalised experience for its Residents).

Personal data may only be disclosed to partners outside the Adeo Group after obtaining the Resident's explicit and informed consent.

LEROY MERLIN will only send sales prospecting messages after obtaining the Resident's explicit and informed consent.

7. **Rights management:** providing the Resident with the means to view, edit and delete their personal data.
8. **Security:** making every effort to protect all of the Residents' personal data (from a legal, physical and logical point of view).
9. **Notification:** informing the Resident as quickly and accurately as possible in the event of a breach of their personal data.

2. GENERAL INFORMATION – DEFINITIONS

Community Account: a space dedicated to the Resident within which they can perform certain actions, such as discussion, sharing of experience and knowledge and helping fellow DIYers, gardeners or home improvement enthusiasts, as well as contacting Partners of LEROY MERLIN or other Residents acting in a professional capacity and who might offer Services to meet the specific needs of the Resident. The Resident can access it using their personal, exclusive screen name and password.

Device: all electronic devices allowing the exchange and processing of data (touchscreen tablets, mobile phones, computers, in-store terminals, etc.).

Mobile Application: the mobile applications accessible from a Device and which the Resident can access to use the Services offered by LEROY MERLIN.

Online Account: a space dedicated to the Resident which they can access using their username and password and within which they can perform certain actions, such as publishing or editing their profile, tracking their online purchases, using connected objects via dedicated platforms, participating in contests or subscribing to newsletters in order to meet their specific needs for the completion of their projects or to learn about the benefits available to them via loyalty programmes like the *Carte Maison* loyalty card.

Partner: any person not employed by LEROY MERLIN and with whom LEROY MERLIN maintains a business relationship with a view to providing Services to Residents and/or managing and/or optimising the said Services.

Personal Data: any information regarding an individual who is identified or identifiable, directly or indirectly, by reference to an identification number or to one or more characteristics specific to them that the Resident has entrusted to LEROY MERLIN. To determine whether a person is identifiable, we must take into account all means allowing their identification held by or accessible by the controller or any other person or entity.

Resident: an individual or a legal entity who may either (i) purchase a product or make personal or professional use of the Services offered by LEROY MERLIN and who may be, depending on the nature of the Service offered, an Internet user, a tenant, a participant, a customer or a subscriber, or (ii) offer Services on a professional basis, or (iii) be asked by LEROY MERLIN or by its Partners to provide Services and personalised offers.

Services: all of the services and sales of products offered to Residents by LEROY MERLIN or by its Partners or by a Resident acting in a professional capacity.

Site: the website that the Resident can access to use the Services offered by LEROY MERLIN.

3. WHAT TYPES OF INFORMATION DOES LEROY MERLIN COLLECT AND FOR WHAT PURPOSES?

Depending on the Services used by or requested from the Resident, LEROY MERLIN collects different types of information concerning or received from the Resident.

LEROY MERLIN systematically collects the following data:

- for an individual, Personal Data regarding their identity: title, first name, last name, e-mail address, landline or mobile telephone number, home postal address, customer number
- for a legal entity, Personal Data regarding its professional details: business or company name, legal form, address of registered office

This Personal Data is used for the management of the business relationship and of sales prospecting campaigns in order to respond to their requests in a personalised manner and offer them products and services, including:

- as part of customer management (e.g. establishing quotes and invoices or for refund procedures and aftersales services);
- collecting comments and opinions as well as carrying out surveys;
- technical assistance and online support; and
- communication of personalised offers via electronic newsletters or SMS messages after collecting specific consent: 'Information Release Authorisation'.

Additionally, and more specifically, in the cases detailed herein, the Personal Data listed below may also be collected for the following purposes:

3.1. If the Resident makes a purchase

The Resident may be required to provide LEROY MERLIN with certain information when making purchases on a personal or professional basis through the use of modelling tools both in-store and via the Site and/or Mobile Applications:

- Personal Data regarding their home: description of the home, plans and characteristics of the rooms concerned
- Personal Data regarding their DIY projects: type of project, expected budget, date and method of completion (completion by the Resident themselves or by a third party)
- concerning their bank details: credit or debit card number, expiry date, security code, bank account number, with the understanding that LEROY MERLIN shall not store this data

3.2. If the Resident signs up for LEROY MERLIN's *Carte Maison* loyalty card programme

The Resident may also be required to provide LEROY MERLIN with certain information when participating in LEROY MERLIN's *Carte Maison* loyalty card programme:

- Personal Data regarding their identity: staff ID number for employees, date of birth, maiden name, level of DIY skill
- Personal Data regarding their household: address (home, billing, project, delivery), first and last names of the secondary cardholder, marital status, number of children, language(s) spoken, choice of preferred store
- Personal Data regarding their home: type of dwelling, residency status, home surface area, presence of a garden, terrace or balcony, move-in date, planned future moving date, characteristics of the home (main, secondary, rental)
- Personal Data regarding their DIY projects: type of project, expected budget, date and method of completion (completion by the Resident themselves or by a third party)
- for a legal entity, Personal Data regarding its professional details: sector of professional activity

This Personal Data is collected from the Resident so that they may benefit from the advantages offered by LEROY MERLIN's *Carte Maison* loyalty card programme and track their rights to discounts.

3.3. If the Resident is an Internet user browsing our Site or our Mobile Applications, and/or if the Resident wishes to create an Online Account or a Community Account

The Resident may also be required to provide LEROY MERLIN with certain information when creating, using and logging in to their Online Account or their Community Account to request LEROY MERLIN's Services:

- Personal Data regarding their identity: screen name, date of birth, profile or cover picture or photographs posted on the Community Account, community signature, login and password, delivery postal address
- Personal Data regarding their personal life: marital status, maiden name, number of children, DIY skill level, description of home, bio and photographs posted to the Online Account or the Community Account, interests, link to the Resident's social media accounts

- Personal Data regarding their home: type of dwelling, residency status, home surface area, presence of a garden, terrace or balcony, move-in date, planned future moving date, characteristics of the home (main, secondary, rental)
- Personal Data regarding their professional details: company registration number (SIREN), professional sector of activity, socio-professional category

This Personal Data is collected for the following purposes: account management, web assistance, monitoring functions of home connected objects, management of the services offered via the Mobile Applications and sending of Push notifications (alert messages).

3.4. If the Resident uses our rental (vehicle, hardware and/or equipment), assembly, coaching and workshop, or delivery services

The Resident may also be required to provide LEROY MERLIN with certain information so that LEROY MERLIN may perform the rental contract, provide assembly, coaching or delivery services and ensure the smooth running of its workshops:

- Personal Data regarding their identity: identity card or passport number, driving licence number, driving licence date of issue, driving licence issuing authority, personal vehicle registration number, delivery or project postal address
- Personal Data regarding their personal life: description of the home, photographs of the home, interests
- Personal Data regarding their professional details: sector, VAT No. and Intra-Community VAT No., occupation
- economic and financial information: credit or debit card number, expiry date, security code, bank account number

This Personal Data is collected for the following purposes: monitoring of the use and rental of leased property, ensuring technical monitoring and safety of leased vehicles, contact between the Resident and LEROY MERLIN and its Partners, operation of sales and modelling help tools, relationship with insurance companies, accident management and handling of disputes relating to traffic fines.

3.5. If the Resident uses the LEROY MERLIN ABONNEMENTS subscription service

The Resident may also be required to provide LEROY MERLIN with certain information when using the LEROY MERLIN ABONNEMENTS subscription service:

- Personal Data regarding their identity: date and place of birth, billing address, identity documents, proof of address and/or company registration certificate (Kbis)
- Personal Data regarding their personal life: marital status, type of home, housing situation (tenant or owner)
- Personal Data regarding their professional details: occupation, name of employer
- economic and financial information: income, financial situation, IBAN, full bank account details, credit or debit card number and security code

This Personal Data is collected for the following purposes:

- creating and managing the Resident's account
- combating payment fraud and, in particular, credit card fraud
- enabling the performance of subscription services
- contacting and/or notifying the Resident regarding a subscription request and/or their subscription contract
- answering questions asked by the Resident via the 'Contact us' tab
- collecting SEPA Direct Debits for the subscription contract (and the Specific Terms and Conditions)
- improving and optimising the services provided to the Resident by LEROY MERLIN ABONNEMENTS
- collecting payments of all sums due by the Resident to LEROY MERLIN ABONNEMENTS and arising from a subscription contract entered into with LEROY MERLIN ABONNEMENTS

3.6. If the Resident uses the remote communication service for the completion of a project

The Resident may also be required to provide LEROY MERLIN with certain information when using the remote telephone support service:

- personal information regarding problems, malfunctions or difficulties encountered in the implementation of the Resident's project, content of exchanges

This Personal Data is collected for the following purposes:

- help with implementing a project for the Resident in all technical fields of housing

3.7. If the Resident uses the financing solution

The Resident may also be required to provide LEROY MERLIN with certain information when using the financing solution offered by its Partner, ONEY BANK.

Here, LEROY MERLIN acts as an Intermediary for Banking Transactions and Payment Services (IOBSP) between the Resident and ONEY BANK. This activity consists of presenting, offering or helping with the completion of banking transactions or payment services or carrying out all work and providing guidance for their completion. Consequently, under its IOBSP mandate, LEROY MERLIN's processing is limited to the following:

- collecting Personal Data regarding Residents who contract a financial service
- entering and recording the said Personal Data in the IT tool that ONEY makes available to LEROY MERLIN
- viewing by LEROY MERLIN of information previously recorded for its Residents in order to respond to any questions they may have (e.g. concerning the amount of their remaining balances)

LEROY MERLIN has no access to the Personal Data contained in ONEY BANK's Borrowers File used to manage the financial services offered by ONEY BANK.

The Resident may visit ONEY BANK's website by clicking on the following link:

<https://www.oney.fr/site/b/informations-legales/mentions-legales.html>

3.8. If the Resident is owed a refund from LEROY MERLIN

The Resident may also be required to provide LEROY MERLIN with certain information when using LEROY MERLIN's service for a refund:

- economic and financial information: IBAN, full bank account details and proof of refund for a purchase

This Personal Data is collected for the following purposes:

- refunding the Resident following the cancellation of an order or voucher if they do not wish, or are unable, to come to a store
- payment following the signing of a memorandum of understanding in connection with a dispute in a store or on the Site
- payment of a tax refund: if the Resident purchases products for export, on either a professional or a personal basis, according to the criteria laid down and subject to providing proof that the product has passed through customs, LEROY MERLIN will refund the VAT to the Resident

3.9 If the Resident participates in our games

The Resident may also be required to provide LEROY MERLIN with certain information for the organisation and smooth running of games, refunding participation costs and choosing a winner. This specific Personal Data may vary based on the games concerned, and LEROY MERLIN asks the Resident to read the rules of the contest concerned.

This Personal Data is collected for the following purposes: organising and managing games, determining the winner(s) and allocating and delivering prizes, and announcing the winner of the game.

3.10. If the Resident uses a Device

Depending on the Device used by the Resident and the Services that the Resident uses via their Device, LEROY MERLIN may collect different types of technical information:

- technical Personal Data: IP address, Internet connection, browser type, Device identifiers, connection identifiers, time/date information and information regarding the Resident's browsing of their Online Account or Community Account, the Resident's clickstream in the software they use
- Personal Data collected using cookies (for further information, LEROY MERLIN invites the Resident to visit the COOKIES section: <https://www.leroymerlin.fr/v3/p/cookies-11501492552>).

This Personal Data is collected for the following purposes: the functioning and optimisation of the Site and/or the Mobile Applications, managing the Online Account or Community Account and for web support.

4. HOW DOES LEROY MERLIN COLLECT THE RESIDENT'S CONSENT?

LEROY MERLIN only collects the Resident's Personal Data after obtaining their consent, i.e. a specific, informed and unequivocal expression of free will for specific, precise use that is strictly necessary for the intended purpose.

4.1. Obtaining consent

To ensure that the Resident has read and accepts without reservation this Privacy Policy established by LEROY MERLIN, which it has adopted in accordance with the legislation in force, the Resident can give their consent in several ways:

- by providing their Personal Data verbally to a LEROY MERLIN employee as part of a commercial relationship for the purchase of products and services, signing up for the loyalty programme or any other relationship covered by general terms and conditions
- by providing their Personal Data during digital correspondence or in a contact form
- when creating an Online Account or Community Account
- by accepting the General Terms and Conditions applicable to the Services concerned
- by ticking a box or via forms
- by accepting web browser cookies (for further information, LEROY MERLIN invites the Resident to visit the COOKIES section: <https://www.leroymerlin.fr/v3/p/cookies-11501492552>)
- via the primary holder of the loyalty card for the secondary holder

5. HOW DOES LEROY MERLIN USE THE RESIDENT'S PERSONAL DATA TO PROVIDE PERSONALISED OFFERS?

LEROY MERLIN aspires to create a unique Resident experience centred on the Resident's satisfaction and fully suited to their expectations. To this end, LEROY MERLIN would like to get to know each Resident better so that it can meet or even anticipate their needs.

5.1. Use of Personal Data for personalised offers provided by LEROY MERLIN

In order to improve the quality of its Services and provide personalised offers to each Resident, LEROY MERLIN may analyse all of the Personal Data it collects directly from the Resident and may send them relevant sales prospecting messages taking into account the extent and development of their needs.

LEROY MERLIN will only send sales prospecting messages after obtaining the Resident's explicit and informed consent for this purpose.

5.2. Use of Personal Data for broader personalised offers provided by LEROY MERLIN

In order to improve the quality of its Services and provide personalised offers to each Resident on broader ranges of products and services, LEROY MERLIN may aggregate all or part of the Personal Data that it has collected directly from the Resident with that of third parties who have also collected Personal Data directly from the Resident.

Analysis of this aggregated Personal Data will give LEROY MERLIN broader knowledge of each Resident and allow it to send them sales prospecting messages that are highly varied yet still suited to their needs, namely through the ability to benefit from its close ties with those third parties and/or its Partners.

LEROY MERLIN will only send such sales prospecting messages based on aggregated Personal Data after obtaining the Resident's explicit and informed consent for this purpose.

The third parties undertake to comply with the purposes imposed by LEROY MERLIN for which the Resident's Personal Data will be aggregated.

6. FOR HOW LONG IS THE RESIDENT'S PERSONAL DATA STORED?

Personal Data is stored in a form that allows identification for no longer than is necessary and appropriate for the purposes for which it is collected and processed.

In any case, the following are maximum periods that may be subject to shorter periods depending on the intended purpose:

Use of Personal Data	Associated retention periods
For: <ul style="list-style-type: none">• Purchases• Signing up for the loyalty programme• Renting a vehicle or hardware and/or equipment for a workshop or coaching service• Subscription• Remote communication• Online Account• Financing• Use of connected objects	5 years maximum from the last commercial or contractual contact with the Resident
As part of an assembly service	10 years maximum from the delivery receipt
When the Resident browses the Site (other than connection information, pages viewed and IP addresses)	13 months maximum from the last visit
When the Resident uses dedicated applications and platforms (other than connection information, pages viewed and IP addresses)	5 years maximum from the last commercial contact with the Resident
Games organised by LEROY MERLIN	1 year maximum after the game ends if the Resident is a prospective customer
When the Resident exercises their right to object	5 years maximum from the date of exercising the right to object

7. IF THE RESIDENT HAS ENTRUSTED LEROY MERLIN WITH DATA REGARDING THEIR CREDIT OR DEBIT CARD

For the purposes of transaction security, LEROY MERLIN uses several PCI-DSS-certified (Payment Card Industry Data Security Standard) partners, including Ingenico, Societe Generale and Oney Bank (hereinafter '**Payment Partners**').

When making a payment in a store, the Resident inserts their credit or debit card into a card machine, operated and maintained by one of our Payment Partners. The card data is encrypted directly in the machine and sent in an unintelligible form to the Payment Partner, which is the sole entity capable of decrypting it. When making a purchase from the Site, the Resident is immediately redirected to the online portal of one of our Payment Partners to make the transaction. The authorisations and data are then verified by our Payment Partners with the Resident's bank to avoid misuse and fraud.

The Resident also has the option to save their card details to make purchasing on our Site easier in the future. LEROY MERLIN collects the express, explicit and prior agreement of the Resident for this purpose. The information is then collected and stored in encrypted form by our Payment Partners.

These processes guarantee that no bank data is entered or stored in LEROY MERLIN's information systems. Furthermore, since the exchange flows are based on the HTTPS protocol (encryption sublayer of the HyperText Transfer Protocol), all bank data is transferred in encrypted format on the Internet or mobile telecommunications networks.

The regulations regarding the use of credit and debit cards require banks based in France to cover the risk of fraudulent use. Nevertheless, we would like to remind the Resident to report any fraudulent transaction performed using their credit or debit card to their bank or the card issuer as quickly as possible.

8. SPECIFIC CASE OF COOKIES

Cookies are small text files installed on the Resident's Device used to view and browse the Site (computer, tablet, smartphone or any other web-enabled device) that do not identify the Resident and are managed by their web browser.

For further information, LEROY MERLIN invites the Resident to visit the COOKIES section: (<https://www.leroymerlin.fr/v3/p/cookies-l1501492552>).

9 OTHER SERVICES AVAILABLE FROM THE SITE

9.1. Geolocation

This function allows LEROY MERLIN to show the Resident the route to the nearest LEROY MERLIN store on their mobile Device, to view anonymous LEROY MERLIN store traffic and send personalised commercial information and offers. The Resident may choose not to allow geolocation by refusing when downloading or first using the Mobile Application.

9.2. Facebook, Twitter, Pinterest, Instagram

LEROY MERLIN publishes information pages and a LEROY MERLIN France account on the following social networks: Facebook, Twitter, Pinterest and Instagram.

If the Resident wishes to object to the collection by LEROY MERLIN of personal information posted on their profile on these social networks, the Resident may refer to the respective privacy policies of those networks.

10. LEROY MERLIN'S COMMITMENTS CONCERNING ITS PARTNERS

10.1. Identification of Partners

Whenever the Personal Data collected is intended for LEROY MERLIN's Partners, it undertakes to inform the Resident of their identity.

Whenever possible, LEROY MERLIN will ensure that the Partner fulfils commitments that are as binding as its own in terms of security and compliance with the law on personal data. To this end, LEROY MERLIN will ensure in advance, within the limits of its means of control, that the Partner offers appropriate guarantees that protect the Resident's privacy.

10.2. Collection of Personal Data by Partners

Whenever Personal Data is collected directly by one or more Partners, the Partner will inform the Resident of its identity and the processing purpose prior to collecting any of their Personal Data.

To this end, LEROY MERLIN will notify its Partners of the obligations to complete formalities and keep a record of processing and/or requests for authorisation regarding the processing of Residents' Personal Data with the CNIL (French Data Protection Authority) or any other competent authority.

Nevertheless, LEROY MERLIN shall not be responsible for the actions of its Partners and strongly recommends that the Resident carefully read the general terms and conditions specific to each Partner before accepting them in order to understanding exactly that their policy is regarding personal data. The Resident is free to accept or refuse the Partner's privacy policy.

10.3. Transfer of data to Partners for the purposes of providing Services and personalised offers

With the Resident's explicit consent, LEROY MERLIN may disclose their details to its Partners in order to offer them products and services matching their expectations and interests.

11. OUTSOURCING

LEROY MERLIN will ensure that its processors fulfil commitments that are as binding as its own in terms of security and compliance with French and European law on personal data.

LEROY MERLIN will not outsource the Resident's Personal Data to processors outside the European Union (excluding the United Kingdom).

12. WHO ARE THE RECIPIENTS OF THE RESIDENT'S PERSONAL DATA?

In its capacity as the controller, LEROY MERLIN is the recipient of the Resident's Personal Data with a view to providing the Services, as well as sales prospecting and providing personalised offers if the Resident has given their express consent.

For all intents and purposes, the Resident will find information regarding LEROY MERLIN below:

LEROY MERLIN

French Public Limited Company (SA) with a board of directors
with capital of €100,000,000.00

having its registered office at Rue Chanzy, 59260 Lezennes, France
registered in the Trade & Companies Register of Lille under number B 384 560 942
E-mail: site.internet@leroymerlin.be

LEROY MERLIN will transmit the Resident's Personal Data solely to recipients strictly necessary for its processing in accordance with the purpose of its collection. Accordingly, Personal Data is only accessible by authorised members of LEROY MERLIN's staff and/or its Partners' staff and exclusively where there is a proven need.

13. DATA SECURITY

13.1. Physical and logical data security

LEROY MERLIN takes all standard precautions to protect the security of the Personal Data in its possession against all loss or unauthorised access, modification, intrusion, corruption, disclosure or destruction.

LEROY MERLIN makes every effort to ensure and guarantee the traceability of the Resident's Personal Data. Furthermore, access to Personal Data is strictly controlled and reserved for LEROY MERLIN's employees and processors who need to access it in order to process it on its behalf.

However, LEROY MERLIN has no control over the risks relating to the functioning of the Internet and hereby draws the Resident's attention to the existence of potential risks in terms of occasional loss of data or breach of confidentiality of the data flowing through this network. Furthermore, the information provided on the Site may be interrupted in the event of force majeure, situations beyond LEROY MERLIN's control or matters for which LEROY MERLIN is not responsible.

LEROY MERLIN recommends that the Resident carefully read the physical and logical data security measures specific to each Partner before agreeing to entrust their Personal Data to any Partners. LEROY MERLIN shall not be liable for the physical and logical security measures for Personal Data implemented by its Partners on their websites or applications or as part of the provision of services or products.

LEROY MERLIN also recommends that the Resident choose a username with an adequate level of security and a strong password, which should be changed regularly, when creating their Online Account.

13.2. Notification in the event of a breach of data security and confidentiality

In the event of a breach in the security and/or confidentiality of the Resident's Personal Data collected when viewing and browsing the Site, a security alert regarding the said breach will be sent to the Resident at the earliest opportunity.

14. DATA HOSTING

The Resident's Personal Data will be hosted preferably in France or, otherwise, within the European Union (excluding the United Kingdom).

15. HOW CAN I MANAGE MY INFORMATION?

For all requests to exercise your rights, please send a copy of your identity document to LEROY MERLIN.

15.1 Access to and rectification of Personal Data

The Resident may exercise, at any time, their right of access and their right to rectification of the information contained in their Personal Data. The Resident may also object, at any time, to the processing of their Personal Data and request that the processing of their Personal Data be restricted.

To this end, the Resident may request a copy of their Personal Data to check the accuracy of the information stored therein and/or to correct it and/or to update it. The Resident may provide LEROY MERLIN with an additional declaration in this regard (see contact details below).

The Resident may unsubscribe, at any time, from the mailing lists via simple notification to the department concerned [e.g. Newsletter] (see contact details below) or by clicking the link provided in the e-mails sent.

For any information regarding this matter or the exercise of rights concerning the files managed by LEROY MERLIN, the Resident may contact LEROY MERLIN according to the procedures stated in Article 20 below.

15.2. Deletion of Personal Data

The Resident may request, at any time, that LEROY MERLIN delete their Personal Data.

LEROY MERLIN undertakes to delete the Personal Data collected within the periods laid down by law whenever it is no longer necessary for the purpose for which it was collected or processed, whenever the Resident withdraws their consent to collection, whenever there is no longer any lawful basis for processing the said data or on any legal grounds in accordance with French law and/or that of the European Union.

LEROY MERLIN will notify the Resident concerned of any deletion of their Personal Data following their request.

For any information regarding this matter or the exercise of rights concerning the files managed by LEROY MERLIN, the Resident may contact LEROY MERLIN (see Article 20 below).

16. THE RESIDENT'S RIGHT TO FILE A COMPLAINT WITH A SUPERVISORY AUTHORITY

The Resident is entitled to file a complaint with the *Commission Nationale de l'Informatique et des Libertés* (French Data Protection Authority / CNIL). To this end, the Resident may visit the CNIL website by clicking on the following link: <https://www.cnil.fr/fr/plaintes>

17. PRIVACY POLICY REGARDING MINORS

The Site is not intended for minors. However, access to the Site is not reserved for adults, as it does not include any content that is prohibited for minors aged under 18.

The forms and questionnaires on the Site are not intended for the collection of information regarding minors. Should any information be collected regarding a minor by the Site, the minor's legal representative shall be entitled to contact LEROY MERLIN's Customer Service Department to rectify, modify or delete that information.

18. USE OF DATA IN THE EVENT OF CHANGE OF CONTROL OF THE COMPANY

The Personal Data collected by LEROY MERLIN may be subject to a transfer to third parties as part of a change of control of the company, an acquisition, collective proceedings or a sale of the company's assets.

19. UPDATING THE PRIVACY POLICY

LEROY MERLIN may make changes to the Privacy Policy. If LEROY MERLIN wishes to use the Resident's Personal Data in a manner that is different to that stated in the Privacy Policy in force at the time of collection, such changes shall be notified visibly in-store, on the Site or via the Mobile Applications.

20. QUESTIONS – CONTACT

For any questions or comments regarding the Privacy Policy or the way in which LEROY MERLIN collects and processes Personal Data, and in particular for:

- the withdrawal of consent; and
- the exercise of their right of access, their right to rectification and/or their right to object,

the Resident may contact:

LEROY MERLIN
Service Relations Clientèle de Leroy Merlin
Rue Chanzy – Lezennes
59712 Lille Cedex 9 – France
E-mail: relationclient.siege@leroymerlin.fr

21. LATEST VERSION

Version dated 25 May 2018.