

Privacy policy and Cookies

Physiolac <http://www.physiolac.com/>

In order to enable you to browse as freely as possible on the Site and to improve the services provided by the **Laboratoires Gilbert**, we may need to collect information about you, some of which may involve your identification (the "Personal Data").

We can assure you that the Personal Data that we collect via the Website are processed in accordance with the provisions laid down by the legislation applicable to the protection of personal data.

Our group also has a Data Protection Officer whose job is to ensure the conformity of our processing and to work closely with the CNIL, which is the authority with jurisdiction for the protection of Personal Data.

As part of its responsibility for processing and publishing this Site, the **Laboratoires Gilbert** make it their priority to inform you in a clear and transparent manner about the way in which your Personal Data are collected, stored and processed. With this in mind, we would ask you to read this privacy policy carefully.

- **Personal data: what does this mean?**

So, that everything is perfectly clear, it is important that you know what the notion of Personal Data means. Personal Data is information which allows you to be identified, whether directly or indirectly. This may, in particular, include your surname, your first name, your address, your telephone number or your e-mail address but also the IP address of your computer, for example, or information about how you browse on our Site.

- **What are the Personal Data that we collect on our Site?**

The data entered on the contact form

In order to provide you with the best information and advice about our products, we provide you with the option of writing to us via the contact form on the Site. So, using this, you can ask us any questions that you may have, in particular about our products and services.

All you have to do is click on the tab "*contact us*" and you'll be taken to the form. The form contains a certain number of details that we ask you to provide, namely:

- your email address;
- your first name and surname;
- your title;
- your professional category;
- your address;
- your telephone number.

If you contact us, we may keep the information that you have provided. We may use your email address, in particular, to keep you informed about changes or future improvements to our services, or to offer you discounts or special offers if you have expressly agreed to them. If you agree to this, all you have to do is tick the box provided in the form which allows us to send you such messages by email.

You can cancel your agreement at any time and at no cost by unsubscribing using the link to unsubscribe which is to be found at the bottom of any promotional email that you receive from us.

Location data

We have included a map from google maps on our Site so you can quickly find the nearest sales outlet for our products to your location. For this simply go to the "*Sales outlets*" tab and type the name of the town or the place where you are or any post code of your choice. GoogleMaps will then show you where the nearest sales outlets are for the product that you have chosen, based on the post code that you entered. In this way, you will have a list of the sales outlets with the address of the sales outlet, the distance from where you are and a contact at the point of sale.

The GoogleMaps service can also locate you directly via the IP address of your device and thus provide you with more accurate results. This service will only be activated with your prior and express consent. To access it, you need to click on the button "Locate Me". When you do so, you'll see an information banner appear at the bottom of your screen informing you that the Site would like to know your physical location. This service is managed solely by Google under its sole responsibility.

Also, please note that we do not host the geolocation data collected by google in order to show you the sales outlets.

Whenever you use google maps, google privacy rules may apply to you. If you want to know more about Google's privacy rules, we suggest that you read them here:

<https://www.google.fr/intl/fr/policies/technologies/location-data/>

The browsing data

Whenever you browse on a web site, a lot of information is stored in your browser ("Browsing data") If you browse on our Site, **Laboratoires Gilbert** may collect your Browsing data for technical and statistical purposes only. This data is collected via cookies. For more information, please see the Cookies section below.

- **What cookies do we use?**

Laboratoires Gilbert use cookies on the Site so as to make your browsing experience an easier one. Cookies, pixels, and tags (known together as "Cookies") are trackers which are placed on or read on your device's hard drive, whenever you visit our Site. Cookies are useful because they spare you the chore of having to enter your details several times, they make it easier to transfer a specific content and to browse on our Web pages, as well as helping us to identify sections on our Site which are especially popular and to save preferences such as language settings.

If you are visiting our Site for the first time, an information banner appears which asks you if you agree to cookies being used which will then be activated once you have accepted. This banner informs you that by continuing to browse on our Site you agree to the use of Cookies, which is subject to consent, on your device.

You may also continue to browse if you refuse the Cookies. Simply press the button below to disable them.

Alternatively, you can disable Cookies at any time in the settings of your browser.

The Cookies that we use on our Site are as follows:

- ***Tarte au citron***

“Tarte au citron” is a technical tool for managing the installation of the Cookies via our Site. It allows us to centralize your agreement to having Cookies placed on your device in general (such as the Cookies placed by using social buttons, embedded videos, etc.). So, what “Tarte au citron” actually does is to allow us to record the choice that you make about whether you want Cookies to be placed or not on your device (e.g: Google Maps cookies). To know more about this technical tool, source code can be read here: <https://github.com/AmauriC/tarteaucitron.js>

- ***Google Analytics***

Google Analytics is a tracking tool operated by google which can be installed on your device when you are browsing on our Site. It is used for carrying out analyses and generating statistics for measuring the Site audience. For more information, we recommend that you read the google analytics cookies policy here:

<https://www.google.fr/intl/fr/policies/technologies/cookies/>

- **Who are the recipients of Your Personal Data?**

Access to your data is restricted to authorised employees, as well as to our service providers, acting in our name and on our behalf, who need this information in order for them to perform their job which is primarily about providing you with the services offered on the Site.

Under no circumstances will these data be used for any purpose other than that assigned to them i.e. to contact you in order to respond to your message and, with your permission to send you promotional offers by email.

Laboratoires Gilbert will only share your personal data with third parties if the law requires them to do so and/or if **Laboratoires Gilbert** have your express permission to do so.

- **How long are your Personal Data stored for?**

Your Personal Data are stored and are kept for 3 years as of your last contact request, as far as the information collected via the forms is concerned.

In the event of you having given your agreement, the Cookies, installed or read on your device, are stored for a maximum of 12 months for lemon pie and 13 months for the other Cookies.

- **Are your Personal Data ever transferred outside the European Union?**

In accordance with applicable law, **Laboratoires Gilbert** only transfer your details within the European Union or in countries recognized by the European Commission as being able to provide an adequate level of protection for your personal data.

- **What are your rights for the protection of your Personal Data?**

In accordance with current legislation, you are entitled to access, modify or remove your Personal Data as well as to object to them being processed.

You are also entitled to decide on general or special guidelines concerning the fate of your personal data after your death. Special guidelines may be registered with the processing manager. General guidelines may be registered with a trusted digital third party certified by the CNIL. You have the option of modifying or removing these guidelines at any time.

Upon request, **Laboratoires Gilbert** can provide information concerning the data stored about you free of charge. If you wish to exercise these rights, please send your requests by e-mail to the following address: **web@labogilbert.fr**

Any request you make must be accompanied by a copy of a document proving your identity.

- **Additional information**

Laboratoires Gilbert reserves the right to amend this Privacy Policy at any time, on account of the current provisions concerning the protection of personal data.

If you wish to receive additional information about how we manage your Personal Data, you can send us your questions in an e-mail to the following e-mail address: **web@labogilbert.fr**