PRIVACY POLICY – SMART TEC

Effective as of 15/11/2026

1. Data Controller

SMART TEC, SAS – 66 Avenue des Champs-Élysées, 75008 Paris, France, RCS Paris 892 889 759.

Contact: contact@smart-tec.fr

2. Data Collected

We may collect:

- browsing data (IP, device, browser),
- order data (name, address, phone, email),
- account data (ID, encrypted password, order history),
- contact form data (name, email, message).

3. Purposes of Processing

Data is used to:

- process orders and deliveries,
- ensure billing and accounting,
- communicate with customers (support, after-sales service),
- secure payments and prevent fraud,
- improve the site and user experience,
- comply with legal obligations.

4. Legal Bases

Under GDPR, processing is based on:

- contract performance (orders),
- legal obligations (billing),
- legitimate interest (security, improvement),
- consent (newsletter, non-essential cookies).

5. Cookies

The website only uses cookies that are strictly necessary for it to work and for your order (cart, session, your cookie choices, payment security). It does not use statistics or marketing cookies. Preferences can be managed through the cookie banner or browser settings. For more details, see the Cookie Policy.

6. Data Recipients

Data may be shared with:

- payment processor (Stripe, via WooPayments):
  Stripe may set technical cookies strictly necessary for fraud prevention and payment security. These cookies operate under the legal basis of contract execution (GDPR Article 6(1)(b)) and do not require user consent. Stripe's privacy policy is available at: stripe.com/privacy
- transport companies (Colissimo, Mondial Relay),
- suppliers and logistics providers that prepare and ship orders (warehouses in the European Union, logistics providers), which receive only the data needed for delivery (name, address, phone),
- hosting providers (Hostinger),
- email provider (Google Workspace).

Some providers (in particular Stripe, Google and, where applicable, suppliers located outside the European Union) may process data outside the EU; these transfers are covered by appropriate safeguards (European Commission standard contractual clauses or an adequacy decision, including

the EU–US Data Privacy Framework).

7. Data Retention

- Account data: as long as the account is active
- Order data: 10 years
- Support messages: 3 years
- Cookies: up to 12 months (see the Cookie Policy)

8. User Rights

Users have the right to access, rectify, delete, oppose, limit processing, and portability.

Requests: contact@smart-tec.fr

You may also lodge a complaint with the CNIL (www.cnil.fr).

9. Security Measures

SMART TEC uses HTTPS, encrypted passwords, restricted access, backups, and fraud monitoring.

10. Contact

For any questions: contact@smart-tec.fr