

PRIVACY POLICY

Updated: april 2024

This page informs you about how the company Cycles Revolution SAS, owner of the Eclair brand, uses the data you may be required to transmit to us when using the eclairbikes.com site (hereinafter, "the Site").

If you have any additional questions, please use the contact address below.

This privacy policy aims, in particular, to bring our Site into compliance with the General Data Protection Regulations (GDPR – in French) in force in the European Union (<https://www.cnil.fr/fr/reglement-europeen-protection-donnees>).

Personal data

When using the Site, we may collect certain personal data about you (e-mail address, identity, postal address, IP address of your terminal). This data is collected in order to allow the creation of the user's personal account (newsletter, access to the online store) and allow them to benefit from the services offered by the Site (online orders).

For statistical purposes and to offer you a better service, we may also collect non-personal data when you browse our Site (browser type, system type (OS), internet provider, path on the Site, etc.) .

Data controller

The data processing manager is the company Cycles Revolution SAS. More complete information is available on the legal notices page (<https://eclairbikes.com/mentions-legales>).

You can reach us using the contact e-mail address: hello@eclairbikes.com.

Data processing on our Site

Navigation on the Site

When you browse the Site, we use the IP address of your terminal (smartphone, tablet, or computer) so that your browser can display the content you are looking for.

Personal account and online orders

In order to place an order on the Site, you must create a personal account (see our General Conditions of Sale – T&Cs). To create this account, we will ask you for your e-mail address.

If you place an order on our Site, we will also ask you for your first and last name(s) as well as your postal address. These may be transmitted to our subcontractors.

Newsletter

You may subscribe to our newsletter we will send by e-mail.

By subscribing, you agree to provide us with your e-mail address and acknowledge that you have read the terms of this privacy policy.

To send this newsletter, we use the services of the Brevo company located in Paris, France. (<https://www.brevo.com/fr/>)

You can unsubscribe from this newsletter using the link at the bottom of each message.

Contact form

We offer a contact form on our Site so that you can communicate with us.

If you use this form, we will ask for your name and e-mail address to respond to your request.

These requests are processed internally and not forwarded to any external service provider.

Site traffic analysis

To improve the services offered by our Site, we use Google Analytics. The provision of this service involves the use of cookies (see below) and the transmission of your IP address to Google servers in the USA. This address is made anonymous during its transmission (masking of part of the address).

You can find detailed information on Google privacy rules by consulting this page: <https://policies.google.com/privacy>.

Data sharing

So that you can share data from our Site with other people, we offer sharing links to various social networks (Facebook, Instagram, Threads, Twitter, LinkedIn) which are likely to collect data about you. You can consult the methods of processing this data by consulting the privacy policies of these companies :

Meta : <https://www.facebook.com/privacy/policy>

X (formerly Twitter): <https://twitter.com/en/privacy>

LinkedIn : <https://www.linkedin.com/legal/privacy-policy>

Data retention period

The personal data that you provide to us when using the services offered by our Site (personal account, online ordering, newsletter, online help – chat) are kept in our database as long as you continue to use these services. If you no longer use your account or if you request to unsubscribe from the newsletter, they will be kept for an additional period of 5 years for statistical analysis purposes.

If you wish this information to be deleted before this deadline, you can request it from us (see below).

Your rights

As a data subject, the GDPR allows you to exercise the following rights by sending us your request via the contact e-mail address (indicated above).

Access rights and communication of data

You can, at any time, send us a request to receive data concerning you by e-mail.

You also have the right to ask us to rectify or delete data concerning you using the same means. We reserve the right not to respond to abusive requests (by their frequency or systematic nature).

For security reasons, we will ask you to provide identity proof when making these requests.

If you have created a personal account on our Site, you can view and/or modify this data by logging into your account using your e-mail address and password.

Consent cancellation

You can withdraw or modify your consent for data collection about you, at any time, by using the button that appears at the bottom right of each page..

In the event of a dispute, you can file a complaint with the competent authority. (in France: <https://www.cnil.fr/fr/adresser-une-plainte>).

Use of cookies

During your first visit to the Site, we inform you that we collect data about your browsing, stored in cookies. These are small text files saved on your device via your browser. They contain information necessary to operate the Site or intended for statistical or marketing analysis.

You can prevent the installation of cookies (and delete those already present) in your browser settings. However, this option will affect all the sites you visit, and these may no longer display correctly or may not display at all.

You can find general information about cookies on the website of the CNIL Site (in French). (<https://www.cnil.fr/fr/cookies-et-autres-traceurs/comment-se-proteger/maitriser-votre-navigateur>)

Functional cookies

They are necessary for the operation of the Site and the services offered. You cannot refuse them.

Complianz Cookies: used to manage your consent. Expiration period: 12 months.

p//_language: to remember the language you have chosen to display the Site. Expiration period: 12 months.

Brevo Cookies: used for e-mailing and online help functionalities. Expiration period: 6 months (e-mailing) and seven days (online help).

Tracking cookies

They are used to improve the use of the Site and are only installed with your consent (see above).

Google Tag Manager Cookies: they are used to analyze traffic on the Site. Expiration period: 12 months.

Meta Cookies: used to measure the effectiveness of our advertisements on the Facebook, Instagram and Threads platforms. Expiration period: 3 months.