



Personal Data Protection Policy

Lorry-Rail respects the privacy of its customers, users of the VIIA&YOU portal (the “Customers” and/or “Users”). All the personal data that Users may transmit to the aforementioned website (the “Site”), are subject to the provisions of law No. 78-17 of 6 January 1978 as amended, known as “Data Protection Act” and European Regulation 2016/679 on the protection of personal data of 27 April 2016 (“General Data Protection Regulation”).

Lorry-Rail may collect certain information about Users. However, Lorry-Rail does not collect any personal data on Users, except the data which Users have voluntarily recorded; in which case Lorry-Rail does not use the data on its own behalf or for purposes other than those of the performance of the service entrusted to it by the Customer.

As a reminder, personal data is any information relating to a natural person allowing it to be identified either directly by his/her surname, first name, postal address or email address, or indirectly by reference to an identification number such as an order number or IP address, etc.

Liability and Contact

VIIA, located at 26 Quai Charles Pasqua, 92300 Levallois-Perret is responsible for all Personal Data Processing carried out on www.lorry-rail.com, viiacom.com and on the website www.viianyou.com. Lorry-rail’s Data Protection Officer is ITNovem and can be contacted by email at: dpo-viia@itnovem.com.

Nature, origins and uses of the collected data

Through the Site, the Customer is required to transmit information that may be used to identify him/her, such as the contact form on the Website.

This data includes the first name and surname, e-mail address, and nature of the request.

This information is mandatory, failing which Lorry-Rail will not be able to provide any proper answer.

Certain requested information, denoted by an asterisk, is mandatory for the processing of requests sent by Users. Other information, the provision of which is optional, is intended to better understand the Users and improve the quality of the service provided to them.

If Users fail to provide the requested and mandatory information, Lorry-Rail cannot send them the requested information.

Lorry-Rail undertakes to collect personal data for specific, legitimate and relevant purposes. Thus, the personal data collected from customers is necessary to use the services provided on the Platform (access to the services of the VIIA & You portal).

Furthermore, subject to the Customer's consent, the data may be used to respond in an appropriate manner to customer requests, expressed via the contact form, e-mail, SMS or Lorry-Rail /VIIA newsletter.

In order to perform the services entrusted to it by the Customer, Lorry-Rail may also be required to use the data collected in the context of professional communications.

Lorry-Rail may be required to disclose personal data to subcontractors, who are then bound by obligations at least equivalent to those of Lorry-Rail.

Lorry-Rail may also be required to disclose data to third parties in order to comply with legal, regulatory, contractual obligations or to respond to requests from legally authorised authorities.

No personal data is transferred outside the European Union or to locations not providing "adequate protection".

Data Retention Period

The data collected via the contact form is stored so that Lorry-Rail can answer Customer's requests in an appropriate manner. This data is kept for a maximum of one (1) year.

The data collected when registering for the Newsletter sent by Lorry-Rail to its Customers is stored until Customers unsubscribe from the said newsletter.

The data necessary to log in to the VIIA & You portal is retained until the end of the contractual relationship with the Customer.

Access and changes to personal data

In accordance with the regulatory and legislative provisions in force, the User has the right to access, rectify and delete data concerning him/her, a right to object and limit its processing and the right to its portability.

Lorry-Rail will answer within one (1) month of receiving such a request.

In addition, in accordance with the provisions of Article 40-1 of the amended French Data Protection Act, the User has the right to develop general (with a trusted digital third party certified by the CNIL) or special guidelines (with the Controller) relating to the storage, erasure and disclosure of his/her personal data after his/her death.

Such requests relating to the rights of persons may be made

- By post, by registered mail with acknowledgement of receipt, to: VIIA – Commercial and Marketing Department « Espace Seine », 26 quai Charles Pasqua, 92300 Levallois-Perret France
- By email, by contacting our DPO: dpo-viia@itnovem.com

For the sake of confidentiality and protection of personal data, a copy of a signed identity document shall be included in any request specifying the address to which the reply is to be sent.

To the extent possible with applicable laws, when a User's requests are obviously unfounded or excessive, particularly due to their repetitive nature, Lorry-Rail may refuse to answer the requests or require the payment of reasonable costs taking into account the administrative costs incurred in providing the information requested.

The User has the right to refer and lodge a complaint with the CNIL to challenge Lorry-Rail's practices regarding the protection of personal data and protection of privacy. Before lodging any complaint with the CNIL, Lorry-Rail invites you to contact the DPO or the Sales and Marketing Department at the above contact details.