

Privacy Detailed Information Notice

Chatbot site internet www.saint-gobain.com



Why should you read this notice?

You have the right to understand how your information is being used. We will make sure you get all the information you need to do so.



Who are we?

Compagnie de Saint-Gobain is the Controller for the processing of your data. Its headquarters are located at Tour Saint-Gobain – 12 Place de l’Iris – 92400 Courbevoie, France.



Why do we process your data?


Compagnie de Saint-Gobain provides a chatbot, on its website, www.saint-gobain.com, to answer your frequently asked questions about the Group's brands, solutions and career opportunities. The chatbot can also guide you to the relevant page on the website where you are most likely to find your answers.


You are asked not to share any personal and/or sensitive information when using the chatbot. If you do so, the chatbot will simply recognize it as personal data and redirect you to a contact form or an appropriate page on one of the Group’s websites.





On what grounds do we process your data?

In the event that you provide personal data to the chatbot, this data is processed on the following legal basis: we have a legitimate interest in offering a service that allows you to easily obtain answers tailored to your questions.

 What data, where it comes from and how long we keep it?		
Data categories	Data source	Retention period
All data you have provided.	The data is provided to us directly by you.	A maximum of one week from the day the question is submitted in the chatbot. The data is deleted once a week on a fixed day.

 What happens if you do not provide your data?	
No identification is required, and it is advised not to share any personal and/or sensitive information. You will still have access to the chatbot without providing your personal data.	

 With whom do we share your data?	
When we process your data, we share it with the following categories of recipients:	
<ul style="list-style-type: none">• Authorized personnel from Compagnie de Saint-Gobain's Communication Department• Our external digital agency, VML, responsible for configuring the chatbot solution• VoiceFlow Inc., provider of the chatbot solution, for IT support services	

 Is there an international transfer of the data?	
As part of its support service, the chatbot solution provider may access the data provided in the questions asked to the chatbot. VoiceFlow Inc. is located outside the European Economic Area. The following protection framework has been implemented: Standard contractual clauses provided by the European Commission.	



What are the rights you can exercise?

The regulations may allow you to exercise the following rights concerning your personal data:

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to object

In France, you have the right to set directives regarding the fate of your personal data after your death.

There may be situations where we cannot grant your request, but we will of course explain why — for example, if you ask us to delete your data and we are legally obligated to keep a record of that data to comply with law.



How to get in touch with us

To exercise your rights and for any questions regarding the processing of your personal data, you can contact us:

- By email at: PrivacyContact.CSG.FR@saint-gobain.com
- By postal mail addressed to the Data Protection Officer at: Compagnie de Saint-Gobain, Tour Saint-Gobain - 12 Place de l'Iris, 92096 La Défense Cedex, FRANCE.



How to complain

If you consider, after contacting us, that your rights are not respected or that this data processing does not comply with privacy rules, you have the right to lodge a complaint with your supervisory authority.