

Privacy Policy & Terms of Service

Effective Date: March 8, 2026

Last Updated: March 8, 2026

1. Scope and Introduction

1.1 This Privacy Policy and Terms of Service ("Terms") apply to all visitors, customers, and partners of [Your Company Name] ("we," "us," "our," or "Company"), a company based in Paris, France, providing artisan and luxury furniture representation services to the UAE market and internationally.

1.2 We are committed to protecting your personal data in compliance with the General Data Protection Regulation (GDPR) (EU) 2016/679 and all applicable data protection laws, including French Law 78-17 on Data Protection.

1.3 We reserve the right to update these Terms at any time. We will notify you of material changes by email and by posting the updated version on our website with an updated "Last Updated" date.

2. Data Controller Information

Legal Entity: Bazar De Ville L.L.C-FZ

Work entity address: 6th floor, Grandstand, Meydan Hotel, Nad Al Sheba, Dubai, U.A.E

3. Personal Data We Collect

3.1 **Contact Information:** Name, email address, phone number, mailing address, company name, job title

3.2 **Transaction Data:** Purchase history, invoice details, payment information (processed securely), delivery preferences

3.3 **Website Usage Data:** IP address, browser type, pages visited, time spent on site, referral source (via cookies and analytics tools)

3.4 **Communication Data:** Records of emails, messages, or communications between us

3.5 **Special Categories:** We do not intentionally collect sensitive personal data (racial origin, political opinions, religious beliefs, etc.). If you choose to share such information, we will process it only with explicit consent.

4. Legal Basis for Processing (Article 6, GDPR)

4.1 **Contract Performance:** We process your data to fulfill orders, send confirmations, and manage deliveries

4.2 **Legal Obligation:** We may process data to comply with French and EU tax, accounting, and commercial law requirements

4.3 **Legitimate Interests:** We use data for business analytics, fraud prevention, website security, and marketing (where you have not opted out)

4.4 **Explicit Consent:** For marketing communications and optional analytics, we rely on your explicit consent

4.5 **Consent:** Marketing emails and newsletters are sent only with your prior express consent. You may withdraw consent at any time.

5. How We Use Your Data

5.1 **Order Processing:** Fulfilling purchases, managing delivery, handling returns and warranty claims

5.2 **Customer Communication:** Responding to inquiries, sending order updates, providing customer support

5.3 **Legal Compliance:** Meeting tax, accounting, and regulatory requirements in France, UAE, and other jurisdictions

5.4 **Marketing (with consent):** Sending newsletters, promotions, and product updates only to users who have opted in

5.5 **Website Improvement:** Analyzing user behavior to enhance our website and services through anonymized analytics

5.6 **Fraud Prevention:** Detecting and preventing fraudulent transactions and unauthorized access

5.7 **Business Operations:** General business analytics and reporting

6. Data Recipients and Sharing

6.1 **Payment Processors:** Payment information is shared with PCI-DSS compliant payment processors; we never store full credit card details

6.2 **Logistics Partners:** Delivery address and order information is shared with shipping and logistics providers to fulfill orders

6.3 **Service Providers:** We may share data with IT support, email service providers, hosting providers, and analytics platforms

6.4 Legal Requirements: We may disclose data when required by law, court order, or government authority

6.5 No Sale of Data: We do not sell your personal data to third parties

6.6 International Transfers: If data is transferred outside the EU/EEA (including to UAE), we use Standard Contractual Clauses, adequacy decisions, or your explicit consent to ensure lawful transfer

7. Your Rights Under GDPR

You have the following rights:

7.1 Right of Access (Article 15): You may request a copy of your personal data we hold

7.2 Right to Rectification (Article 16): You may correct inaccurate or incomplete data

7.3 Right to Erasure (Article 17): You may request deletion of your data ("right to be forgotten"), subject to legal retention obligations

7.4 Right to Restrict Processing (Article 18): You may request we limit how we use your data

7.5 Right to Data Portability (Article 20): You may receive your data in a structured, commonly used, machine-readable format

7.6 Right to Object (Article 21): You may object to certain processing, including marketing communications and profiling

7.7 Right to Lodge a Complaint (Article 77): You may file a complaint with your national data protection authority

7.8 Withdrawal of Consent: You may withdraw consent for any processing at any time, without affecting prior processing

To exercise any right: Contact us at [dpo@yourcompany.com] with proof of identity. We will respond within 30 days (extendable to 60 days for complex requests).

8. Data Retention

8.1 Customer Data: We retain transaction and contact data for the duration of our business relationship plus 7 years (French tax requirements)

8.2 Website Analytics: Anonymized analytics data is retained for up to 24 months

8.3 Marketing Consent Records: Retained for the duration of your marketing opt-in or until you withdraw consent

8.4 Support Communications: Support emails and tickets are retained for 3 years

8.5 Legal Disputes: Data related to ongoing disputes is retained until resolved plus applicable limitation periods

9. Cookies and Tracking Technologies

9.1 **Essential Cookies:** Required for website functionality, security, and order processing. These cannot be disabled.

9.2 **Analytics Cookies:** Used to understand user behavior and improve our website. You may opt out via cookie settings or your browser.

9.3 **Marketing Cookies:** Used for retargeting and personalized advertising. Opt-in only; you may withdraw consent anytime.

9.4 **Third-Party Tools:** We use [Google Analytics, etc.] - see their privacy policies for details

9.5 **Cookie Management:** You may manage cookie preferences through your browser settings or our cookie consent banner

10. Data Security

10.1 We implement industry-standard security measures including:

- SSL/TLS encryption for data in transit
- Secure servers and firewalls
- Regular security audits and penetration testing
- Restricted access to personal data (need-to-know basis)
- Employee confidentiality agreements and data protection training

10.2 **No Absolute Security:** While we take security seriously, no transmission is 100% secure. We cannot guarantee absolute protection against unauthorized access.

10.3 **Data Breach Notification:** In case of a data breach affecting your rights, we will notify you and relevant authorities within 72 hours (or as required by law)

11. Terms of Service

11.1 Scope of Applicability

11.1.1 These Terms apply to all purchases of furniture and related services from our Company, regardless of conflicting or additional terms in purchase orders or other communications. No conflicting terms are binding unless we expressly confirm in writing.

11.1.2 We reserve the right to modify these Terms with thirty calendar days' notice via email and website posting.

11.2 Acceptance and Inspection

11.5.1 You must inspect goods upon delivery and report any damage or non-conformity **within 7 days** with photographic evidence.

11.6.4 **Exclusive Remedy:** This warranty is our sole obligation for non-conformity.

11.3 Limitation of Liability

11.7.1 We are liable for property damage only if caused by our fault or negligence.

11.7.2 **We are not liable for:**

- Indirect, special, incidental, consequential, or punitive damages
- Business interruption, lost profits, loss of data, or reputational harm
- Our liability is capped at the purchase price of the specific product at issue

11.7.3 We are not liable for your designs, specifications, instructions, or modifications by third parties.

11.4 Governing Law and Jurisdiction

11.10.1 These Terms are governed by and construed in accordance with the laws of UAE, without regard to conflict of law provisions.

11.10.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of Dubai, the except we reserve the right to pursue claims in any court having jurisdiction.

11.10.3 For customers in the EU, disputes may be mediated through the Paris Chamber of Commerce or arbitrated under ICC rules.

11.5 Intellectual Property

11.11.1 All content on our website (text, images, logos, designs) is our property or licensed to us. You may not reproduce, distribute, or modify without permission.

11.11.2 Designer and artisan work is protected under French copyright and design laws.

11.6 Prohibited Conduct

You agree not to:

- Use automated systems or bots to access our website
- Attempt to gain unauthorized access to our systems
- Harass, threaten, or abuse our staff
- Engage in fraud or misrepresentation
- Violate applicable laws or regulations

11.7 Miscellaneous

11.14.1 No waiver of any provision constitutes a waiver of other provisions.

11.14.2 If any provision is found invalid, it will be modified to comply with law, and other provisions remain in effect.

11.14.3 These Terms, along with our Privacy Policy, constitute the entire agreement between us.

12. Contact Information

Filing a Complaint:

If you have concerns, contact the French data protection authority (CNIL):

Commission Nationale de l'Informatique et des Libertés (CNIL)

3 Place de Fontenoy, 75007 Paris, France

<https://www.cnil.fr>

13. Acknowledgment

By using our website, placing orders, or providing personal data, you acknowledge that you have read and understood these Terms and agree to be bound by them.

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