

Privacy policy

The following Data privacy policies define and inform you of the terms and conditions with which VIA MOBILIS, collects, treats and protects your personal data, when you use the websites of the group : www.via-mobilis.com, www.planet-trucks.com, www.europe-construction-equipment.com, www.europe-forklift.com and www.europe-agriculture.com. It is valid from May 25th 2018.

Generalities

VIA MOBILIS (designated as “we” in the following privacy policy) is the manager of the websites www.via-mobilis.com, www.planet-trucks.com, www.europe-construction-equipment.com, www.europe-forklift.com and www.europe-agriculture.com and the user account my.via-mobilis.com.

Data processing controller

VIA MOBILIS, registered at the RC of Mirecourt under the number B 408 901 916, with its headquarters at Le Moulin Collot 88500 Ambacourt, FRANCE, represented by M. Charles COLLOT, in his role as the General Manager, is responsible for processing Personal Data collected on the websites of the group.

Data Protection Officer

VIA MOBILIS has not designated an officer to protect data. For any questions regarding your data, you can contact us by email at maelumat@shahenat-emirates.ae, or by postal service : VIA MOBILIS, Le Moulin Collot, 885000 Ambacourt, FRANCE.

1 – Personal data collected:

We collect the following data through the forms you fill in, depending on your actions in the user account my.via-mobilis.com or on the websites of the group :

Creation of your account on the user account

When creating your account on the user account from the VIA MOBILIS group, you must fill in the following informations : title, name, status (individual or company), phone, mailing address, postal code, city, country, department. The first name field is optional. If you are a company, you need to give us the name of the company and the intercommunity VAT number.

If you want to have your company in the business directory online on the websites of the group, you can communicate the type of activity, services and opening hours.

Post a sales ad

In order to pay for the posting of an ad or visibility options, from your user account on my.via-mobilis.com, you must give us your debit card number. This information will only be visible by the payment service provider Ingenico ePayments, which as a subcontractor, is not allowed to disclose the payment information, is required to respect the laws regarding the data privacy policies. Our payment provider Ingenico ePayments is certified PCI-DSS (“Payment Card Industry Data Security Standard”), information safety norm that improves the controls when processing debit card data in order to reduce the fraud risks.

Answer to an ad

In the ad response form, you must enter your phone number, name and email address. These mandatory data are transmitted to the seller so he can answer you.

Subscription to the research account

When you register on the “Research” account of the websites from the VIA MOBILIS group, you must communicate the following information : email, password, status : individual or company, company, name,

first name, country.

Post of a research ad

You can post a research ad that will be visible by all sellers in their user accounts. To access this feature, you need to open an account in the research account. See the section "Register to the research account" to know the needed fields. The data about you that will be displayed on your ad are the following : your name, phone number, city and country. You can also add personal data in your ad.

Instant messenger

From an ad, you can chat online with the seller. To access this feature, you must open an account in the research account section. See the section "Register to the research account" to know the needed fields.

Ask for an appointment with the seller

From an ad, you can ask for an appointment with the seller. You must give your name, phone number and email address.

Callback request by a seller

From an ad, you can ask to be called back by the seller. You must give your name, phone number and email address.

Share an ad

You can share an ad by sending it by email, to do this, you must give the name of the recipient, your name, the recipient's email, your email, your message.

Creating an email alert

When you create an email alert, you can open an account in the research account. See the section "Register to the research account" to know the needed fields.

Contact customer support

When you contact our customer support, you must give your title, your name and your email address. You can give us your name and company's name.

Callback request by one of our advisors

When you ask to be called back by one of our advisors, you must give your name, phone number, email address and country of residence.

Contact request from the user account my.via-mobilis.com

When you make a contact request from the user account, you must give your title, your name, your email address. You can also give us your name and phone number.

Subscription to the newsletter

When you subscribe to the newsletter, you must give us your email address.

Comment on a news article

When you write a comment on a news article, you must give your name, your email address and your message.

Download your information documents

When you download an information document from our website, you must give the following information : email, password, status : individual or firm, company, name, country.

2 – Use of your personal data

To perform the contract that links us, we use your data in the following cases :

- to create and manage your account
- to provide technical support
- to give you information about our services
- to inform you about our targeted promotional offers
- to inform you about the changes in our services
- to post your sales or search ads
- to post your advertising banners
- to draw the quotes and invoices relating to your use of our services
- to allow you to get in touch with other users of our services
- to allow you to share an ad
- to put you in touch with a partner of VIA MOBILIS.

By applying the principle of the legitimate interest, VIA MOBILIS may need to use your data for the following actions :

- drawing statistics to analyze and understand your use of our website and services,
- tailored content to your habits and behaviour on our website,
- commercial or promotional offers regarding our service,
- fraud fighting,
- custom advertising on our website.

With your consent, VIA MOBILIS may share your data with its advertising partners. VIA MOBILIS doesn't sale any database to third parties.

3 – Recipients of your personal data

The recipients of your personal data are :

- hosting provider,
- payment service provider
- advertising agency
- authorized administrative and judicial authorities (upon judicial request),
- sellers, when answering to their ad.

4 – Duration of personal data retention

The durations of data retention are the following :

- the data of inactive people are stored for 3 years from the date of their last login,
- the data in your account and ads are stored for 5 years after their removal,
- the documents and accounting pieces are stored 10 years, as accounting proof;
- The duration of retention of personal data by the payment service provider is 540 days.

5 – Your rights regarding your personal data

You have the following rights, regarding your personal data, in accordance with the Law on the Protection of Personal Data :

Right to information (articles 13 and 14)

When collecting data, whether they were collected from you or not, we give you a bunch of information Lors de la collecte de vos données, qu'elles aient ou non été collectées auprès de vous, nous vous fournissons une série d'informations, with regard to the collect method and the use of these data.

Access right (article 15)

You have the right to access all the collected data about you and you can get a copy of the data we are

treating.

Right of rectification (article 16)

You have the right to ask for your data to be changed or completed, as soon as possible.

Right to erase (“right to oblivion”) (article 17)

You have the right to easily get your personal data erased, at the earliest opportunity, provided this does not hinder the conversation obligations.

Right to restriction of processing (article 18)

The data subject shall have the right to obtain from the controller restriction of processing where one of the following applies when the accuracy of the personal data is contested, the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead, or the controller no longer needs the personal data for the purposes of the processing but they are required by the data subject for the establishment, exercise or defence of legal claim.

Notification obligation (article 19)

The controller shall communicate any rectification or erasure of personal data or restriction of processing carried out in accordance with Article 16, Article 17(1) and Article 18.

Right to data portability (article 20)

The data subject shall have the right to receive the personal data concerning him or her, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from VIA MOBILIS.

Right to object (article 21)

The data subject shall have the right to object, at any time, to processing of personal data concerning him or her by VIA MOBILIS, unless the controller demonstrates compelling legitimate grounds for VIA MOBILIS, which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.

Automated individual decision-making, including profiling(article 22)

The data subject shall have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her unless this decision is needed to end or execute the contract between her/him and VIA MOBILIS, and when this decision is legally authorized.

At any given moment, you can change your personal data, by login into the user account My.via-mobilis.com or, in that case, from the research account on the company’s websites.

To exercise your right to access, portability and oblivion, you can contact our customer service.

6 – Protection and safety of your private data

We apply safety methods to help us ensure the protection of your data in the servers, database and scripts including firewalls and encryption of your password.

Cookie policy

1 – The cookies used by VIA MOBILIS

We use cookies to maximize our services to meet your expectations. The cookies are files stored on the computer’s hard disk, that help understand how users surf on our website and improve the content of our different pages. Furthermore, cookies help identify the users main interests in order to offer custom offers.

If you accepted cookies in your web browser, cookies issued by our website during browsing can be temporarily stored on the hard disk of your computer and will allow us to process your data as described below.

2 – The cookies essential for the website well-functioning

These cookies are necessary for a well-functioning navigation on the website and for certain services such as contact form fill in or online payment.

Performance cookies

These cookies help collect data regarding the navigation on the website, such as the number of visits on the page, the duration, and the visits frequency in order to optimize the content of the pages and make it easier to find information. Our website use the following performance cookies : Google Analytics.

Cookies

These cookies save your choices when browsing as well as the information your entered in the website forms to offer you a custom service. For instance, when you choose the language when first visiting the website, cookies help us memorize this choice for your next logins. These cookies pre-fills the contact forms in order to save you time. The information collected are confidential and cannot follow your browsing activity on other websites. Our website uses the following cookies : Google Adsense (display banner management), Compare (ads comparison in the ad directory) and buyerseci (user recognition).

Cookies deactivation

You can change your preferences in the cookies management and erase the cookies already stored on your computer at any given moment by setting up the confidentiality options of the browser.