

ASTONESA

Privacy Policy

GDPR information for website visitors, prospects, customers and business contacts

Operator: CFSTREAM TRADING, SAS with share capital of EUR 40,000
Registered office: 5 Rue Joseph Marsal, No. 103 Porte B, 66000 Perpignan, France
RCS: 913 037 529 R.C.S. Perpignan | SIRET: 913 037 529 00033 | VAT: FR21 913037529

This Privacy Policy applies to personal data processed in connection with the ASTONESA website and ASTONESA commercial activities. The data controller is CFSTREAM TRADING. ASTONESA is a trademark and does not constitute a separate legal entity.

1. Controller

The controller is CFSTREAM TRADING, SAS with share capital of EUR 40,000, 913 037 529 R.C.S. Perpignan, SIRET 913 037 529 00033, VAT FR21 913037529, registered office at 5 Rue Joseph Marsal, No. 103 Porte B, 66000 Perpignan, France. Privacy requests may be submitted through the official ASTONESA website contact channel or by post to the registered office.

2. Personal Data We May Collect

Category	Examples
Identity and professional details	Name, job title, company, business sector, professional profile and preferred language.
Contact details	Business email, telephone number, postal or delivery address and other contact information you provide.
Commercial and project data	Enquiries, quotation requests, BOQs, specifications, drawings, project references, requested materials, quantities, finishes and correspondence.
Order and transaction data	Order references, contractual terms, invoice data, payment status, shipping, customs and delivery information. We generally do not need to store full payment-card data where a payment provider is used.
Account data	Login identifier, permissions, account preferences and authentication/security information where customer areas are enabled.
Website and device data	IP address, device/browser information, timestamps, pages viewed, security logs, consent status and similar technical data.
Marketing and relationship data	Newsletter or event preferences, interaction history and records of business-development communications.
Compliance data	Information reasonably required for sanctions, export-control, anti-fraud, KYC or other legal compliance checks where relevant.

3. How We Collect Data

We collect personal data directly from you when you contact us, request a quotation, create an account, place an order, exchange business communications, meet us at a trade fair or event, or otherwise interact with ASTONESA. We may also receive business contact data from your employer, authorised representatives, logistics partners, public professional sources, referrals or compliance providers, where lawful.

Technical data may be collected automatically through server logs, essential cookies and, where consent is required and obtained, analytics or similar technologies.

4. Purposes and Legal Bases

Purpose	Legal basis
Responding to enquiries and preparing quotations	Taking steps at your request before entering into a contract; legitimate interests in managing B2B enquiries.
Managing orders, deliveries, after-sales service and accounts	Performance of a contract and related pre-contractual steps.
Customer and supplier relationship management	Legitimate interests in administering and developing professional relationships.
Accounting, tax, customs and legal records	Compliance with legal obligations.
Website security, fraud prevention and access control	Legitimate interests in protecting systems, users, confidential information and transactions; legal obligations where applicable.
B2B marketing and relationship communications	Legitimate interests where permitted for professional communications; consent where required by applicable law.
Analytics and non-essential cookies	Consent where legally required.
Establishing, exercising or defending legal claims	Legitimate interests and, where relevant, legal obligations.
Sanctions, export-control and compliance screening	Legal obligations and legitimate interests in lawful international trade.

Where processing is based on legitimate interests, we balance those interests against the rights and interests of the individuals concerned. Where processing is based on consent, consent may be withdrawn at any time without affecting prior lawful processing.

5. Recipients and Service Providers

Personal data may be accessed by authorised CFSTREAM TRADING personnel and disclosed, on a need-to-know basis, to service providers and professional partners involved in operating the business. Depending on the transaction, these may include:

- website hosting, IT, cybersecurity, cloud, CRM, communications and document-management providers;
- analytics or consent-management providers where enabled and lawfully used;
- banks, payment-service providers, accountants, auditors, insurers and professional advisers;
- quarries, processors, fabricators, inspectors, packaging providers and other production partners where required to fulfil an enquiry or order, subject to appropriate confidentiality controls;
- freight forwarders, carriers, customs brokers, ports, warehouses and other logistics providers;
- competent authorities, courts, law-enforcement bodies or regulators where disclosure is required or legally justified.

We do not sell personal data.

6. International Data Transfers

ASTONESA operates in international trade. Some service providers or business partners may be located outside the European Economic Area. Where personal data is transferred to a country not recognised as providing an adequate level of protection, we use an appropriate transfer mechanism where required, such as the European Commission's Standard Contractual Clauses, together with supplementary measures where appropriate.

7. Retention

Data	Typical retention approach
Prospect and B2B marketing data	Generally up to 3 years after the last meaningful contact, unless a longer period is justified or you object earlier.
Customer/order/contract records	For the duration of the relationship and then for the applicable legal limitation periods; accounting and invoice records are generally retained for 10 years where French law requires.
Project correspondence and technical records	For the contract period and a reasonable period thereafter

Data	Typical retention approach
	based on warranty, traceability, legal-claim and project needs.
Website security logs	For a limited period proportionate to security and incident-response needs, unless longer retention is required for investigation.
Cookie/consent information	According to the Cookie Policy and applicable guidance; consent choices may be retained to demonstrate and respect your preferences.
Legal/compliance records	For the period required by applicable law or necessary to establish, exercise or defend legal claims.

Retention periods may be extended where necessary for litigation, regulatory requests, fraud investigation or another lawful purpose. Data is deleted or anonymised when no longer required.

8. Your Rights

Subject to the conditions and exceptions in the GDPR and applicable law, you may have the right to:

- obtain access to your personal data and information about its processing;
- request rectification of inaccurate or incomplete data;
- request erasure of data where the legal conditions are met;
- request restriction of processing;
- object to processing based on legitimate interests, including the right to object at any time to direct marketing;
- receive certain data in a structured, commonly used and machine-readable format and transmit it to another controller where the right to data portability applies;
- withdraw consent at any time for processing based on consent;
- lodge a complaint with the French data-protection authority, the CNIL, or another competent supervisory authority.

We may ask for reasonable information to verify identity before acting on a rights request. Exercising a privacy right is generally free of charge, subject to the exceptions permitted by law.

9. Marketing Communications

Professional contacts may receive communications about ASTONESA products, collections, stock, events or services where permitted by applicable law and relevant to their professional activity. You may object or unsubscribe at any time using the mechanism provided in the communication or by contacting us through the Site.

10. Cookies and Similar Technologies

The Site may use essential cookies necessary for operation and security. Analytics, advertising, social-media or other non-essential technologies are used only in accordance with applicable consent requirements. Further information is provided in the ASTONESA Cookie Policy and the Site's cookie-settings interface.

11. Embedded Content and Third-Party Platforms

The Site may embed or link to third-party services such as video, social media, mapping, analytics or document-viewing services. Where such services receive personal data, their own privacy terms also apply. Non-essential embedded services should be blocked until consent where required by law.

12. Security

We implement reasonable technical and organisational measures designed to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. Measures may include access controls, encryption in transit, backups, system monitoring, least-privilege permissions and contractual confidentiality obligations. No internet service can be guaranteed completely secure.

13. Data Breaches

Where a personal-data breach occurs, we assess the risk and make notifications to the competent supervisory authority and affected individuals where required by the GDPR and applicable law.

14. Children

The Site is a business-to-business service and is not directed to children. We do not knowingly seek to collect personal data from children through the Site.

15. Changes to This Policy

We may update this Privacy Policy to reflect changes in law, technology or business operations. The effective date at the top of the current version indicates when it applies. Material changes may be highlighted on the Site where appropriate.

16. Contact and Complaints

Privacy questions and rights requests may be submitted through the official ASTONESA website contact channel or by post to: CFSTREAM TRADING, 5 Rue Joseph Marsal, No. 103 Porte B, 66000 Perpignan, France. You also have the right to contact the Commission nationale de l'informatique et des libertés (CNIL) in France.