

Welcome to the Lactalis Ukraine website (hereinafter "Lactalis"). Here you can find the Privacy Policy of our company regarding any personal information provided by you through this website. Our goal is to protect the confidentiality of your data and information that you provide to us via the Internet.

DATA PRIVACY POLICY

Data Controller

The personal data collected through the website Lactalis.com.ua (hereinafter the "Website") is processed by the Subsidiary Lactalis Ukraine, publisher of the website, as well as by all of the Lactalis Group affiliated companies.

Below is the personal data that we collect and process:

- your identification (personal) information, such as full name, date of birth, gender, nationality, and contact details including mobile phone number, postal address, and email address;
- automatically collected data: system files, including IP address, browser type, referring/exit page and URLs, clickstream data, website interaction, domain name, target pages/content, viewed pages/content, device identifier, and location;
- profile information (data related to user profiles, settings, browsing history) and other automatically collected data;
- other information that you voluntarily submit or provide through the Website.

Purposes of the data processing

Your personal data are processed in accordance with the Law of Ukraine On Personal Data Protection, other legislative acts of Ukraine, and the terms set forth below. Please read the terms of the privacy policy. Personal data is provided voluntarily. If you do not agree with the stated terms, you must not use the Website and must leave it immediately.

If you continue to use this website and proceed with registration or submit a request, this means that you:

- unconditionally, fully, and without any amendments accept the terms outlined in this Policy;
- acknowledge that the collection and processing of your personal data may occur on this website through technical means;
- give your consent to the collection and processing of all personal data provided by you for the purposes stated below;
- give your consent to the processing and cross-border transfer of your personal data.

Your data may be collected and processed by Lactalis for the purposes of:

- creation and management of the user account at your initiative and after acceptance of the Terms of Use;
- sending advertising emails to inform you about Lactalis brands news, new product testing etc., after obtaining your consent;
- targeted advertising messages about the Lactalis brands after you give us your consent to do so;
- once these data are collected, they may be used by Lactalis in the legitimate interest of optimizing the competitiveness of its products and brands, in the context of the conception of internal statistics, comparative studies, data segmentation subject to the respect of your right to object to such use. The data may also be used for targeted advertising through advertising

networks or social networks like Facebook or Google. You can benefit from the right to oppose to such use of personal data by using the contact details listed [here](#);

- cookie management (see the [Cookies Management Policy](#) section).
- contacting you, including by email, to respond to your comments or information requests or to contact you if needed when processing or sending services offered on the Website.

In case of using a recommendation form to a friend, you ensure that the communication of personal data relating to a third party implies that you have previously obtained the consent of these persons. These data are only used for sending the email and are destroyed automatically once the operation is performed.

Data recipients

Data recipients are:

- the persons authorised within Lactalis who are in charge of the processing. They have only access to the data they need in the course of their duties;
- our subcontractors in charge of the management of your data, on behalf of Lactalis, for among others, the hosting of the Website, the application maintenance or the management of advertising campaigns in relation to the Website or on behalf of the Lactalis brands if you have ticked the corresponding box.

Transfers

We mainly rely on the services of subcontractors (data processors) located in Ukraine. We may however transfer your personal data to subcontractors located outside of Ukraine if needed. In this context, we implement necessary safeguards to ensure that our subcontractors located outside of Ukraine maintain a level of security and confidentiality for your personal data that is in accordance with the current Ukrainian legislation in this field. For more information about such transfers, you may contact us using this [link](#).

Retention Period

Your data is kept for the duration of use of your account until you delete it or when it is considered inactive (after 2 years of non-use).

We will store your data for the purpose of sending promotional emails and information about promotions for a period of 3 years from the date of their receipt, last contact, or purchase, unless you express objections to such use.

Your rights and remedies

In accordance with the Law of Ukraine On Personal Data Protection, being a personal data subject, you have the following rights:

- 1) to know the sources of collection, the location of your personal data, the purpose of their processing, the location or residence (stay) of the data controller or processor, or to give the appropriate instructions to authorised individuals to obtain such information, except as provided by law;
- 2) to receive information about the conditions for granting access to personal data, including information about third parties to whom their personal data are disclosed;
- 3) to access your personal data;

- 4) to receive, within thirty calendar days from the date of the request, unless otherwise provided by law, information about whether your personal data are being processed, as well as to receive the content of such personal data;
- 5) to submit a motivated request to the data controller objecting to the processing of your personal data;
- 6) to submit a motivated request regarding the modification or destruction of your personal data by any data controller or processor if these data are processed unlawfully or are inaccurate;
- 7) to protect your personal data from unlawful processing and accidental loss, destruction, damage caused by intentional concealment, failure to provide, or their untimely provision, as well as to protect against the provision of information that is inaccurate or discredits the honour, dignity, and goodwill of a natural person;
- 8) to lodge complaints regarding the processing of your personal data to the Ukrainian Parliament Commissioner for Human Rights or to the court;
- 9) to apply legal remedies in case of violations of the Law on Protection of Personal Data;
- 10) to make reservations regarding the restriction of the right to process your personal data when giving consent;
- 11) to withdraw your consent to the processing of your personal data;
- 12) to know how the automated processing of personal data works;
- 13) to be protected against an automated decision that has legal consequences for you.

You have the right to access, correct, and delete your personal data. You also benefit from the right to restriction of processing and the right to object. At any time, you can withdraw your consent for the dissemination, transfer, and storage of your personal data. To exercise these rights, please contact us using one of the addresses or phone numbers provided [here](#).

We will make every effort to provide satisfactory responses to your requests. If for any reason you believe that the response is unsatisfactory, you may contact the authorised state authority responsible for personal data protection.

At any time, you have the possibility to remove your consent to the processing of your data. This can be done:

- through the "unsubscribe" link within the emails you receive;
- by disabling your newsletter subscriptions on your personal profile page;
- by making a request through the [Contact Us](#) box.