

lalux met en place des mesures pour la protection de vos données à caractère personnel. Cette déclaration de protection des données suivante permet de vous informer des données personnelles qui sont collectées lors de l'utilisation du site Espace Client et comment celles-ci seront traitées, utilisées et protégées.

lalux implements measures to protect your personal data. The following data protection statement informs you about the personal data that is collected when using this website and how it will be processed, used and protected.

1. Scope of application

1.1.

The following data protection declaration applies to the use of the website www.lalux.lu and the associated sites such as the customer portal and the agents' portal.

1.2.

The joint data controllers are:

- LA LUXEMBOURGEOISE Société Anonyme d'Assurances, located at 9, rue Jean Fischbach, L-3372 Leudelange,
- LA LUXEMBOURGEOISE-VIE Société Anonyme d'Assurances, located at 9, rue Jean Fischbach L-3372 Leudelange,

hereinafter referred to as "lalux". The Data Protection Officer can be contacted at: dpo@lalux.lu

1.3

Personal data relating to information of a specific or identifiable natural person fall within the category of personal data. This includes, for example, information such as name, postal address, e-mail address or telephone number as well as usage data such as IP address.

Personal data are collected, processed and used in accordance with the legal provisions.

2. Automated data collection and processing by the browser

2.1

As with all websites, the lalux server automatically and temporarily collects and stores the following information in the server log files that are transmitted by the browser (if you have not disabled the cookies):

- the IP address of the requesting computer
- the client's request for files
- the http response code
- the amount of data transferred
- the website from which you visit us (referring URL)
- the date and time of the server request
- the browser type, version and language
- the operating system used by the requesting computer

The personal data stored in the log files will not be used. Your provider cannot at any time link this data to specific individuals. These data are not cross-referenced with other data sources.

Additional session cookies are used to identify the person connected for the sole purpose of securing the connection to private sessions.

2.2

The lalux website uses Google Analytics, a web analytics service provided by Google Inc (Google), see [cookie policy](#).

3. Collection and processing of data communicated

3.1

When you took out an insurance contract, you provided personal data. Some of this data appears in your customer area. You have two functions at your disposal:

- Update your contact information
- Submit a claim

The data associated with the submission of a claim is used to execute the insurance contract and prevent any fraud. These data are transmitted to the employees of LA LUXEMBOURGEOISE Société Anonyme d'Assurances, located at 9, rue Jean Fischbach, L-3372 Leudelange and are accessible to the agents of the LALUX network.

3.2.

Contact data is used to manage the business relationship with its customers - including (unless they refuse) to inform them about products or services similar or complementary to those they have already subscribed to. Processing is necessary for the legitimate interests of LA LUXEMBOURGEOISE Société Anonyme d'Assurances and LA LUXEMBOURGEOISE-VIE and to make their clients aware of and advise them on insurance products and services. These data are accessible to employees of the LALUX Group and accessible by the agents of the LALUX network.

3.3.

The storage period of your data is limited to the duration of the data processing and to the subsequent period during which the storage of the data is necessary to enable the controller to comply with his obligations according to the limitation periods or in application of other legal provisions.

4. Collection and processing of data communicated voluntarily

4.1

It is up to you whether or not to communicate personal data by e-mail, in the customer area or via the website. The data is used for the execution of the contract, to process your requests for quotations, complaints or opinions by e-mail.

4.2

If you would like lalux to contact you by post, e-mail or telephone, you can enter your telephone number, e-mail address or postal address. You enter this data voluntarily. Your information is exclusively stored and used by lalux in order to contact you.

4.3

The personal data that have been communicated via the website are stored only until the purpose is achieved, namely the one you have entrusted to lalux. When the execution is complete and the purpose is achieved, your data will be blocked after expiry of the regulatory requirements, if you have not expressly consented to the use of data beyond that period. Insofar as it is necessary to comply with legal retention periods, certain data may be stored for up to ten years.

5. Transmission of data to third parties

5.1

The personal data you have provided to lalux will not be passed on to third parties. Data is only transmitted:

- if you have given your consent
- to subcontractors mandated to process the data in question

6. Your rights

6.1

Without having to give any reasons, you can obtain information about your personal data stored by lalux free of charge.

6.2

Furthermore, in accordance with the legal provisions, you have the right to rectify, limit and delete your personal data. If you have given consent for the use of the data, you may withdraw your consent at any time and without giving any reasons.

6.3

The user can exercise these rights by sending a request to dpo@lalux.lu

6.4.

If you have any questions regarding data protection, you can contact the Data Protection Officer by sending an e-mail to dpo@lalux.lu

6.5.

You also have the option of lodging a complaint to a supervisory authority regarding the protection of personal data.