

Personal data security and management

Against the backdrop of digital transformation, personal data protection is a critical matter. Due to the nature and volume of data processed, banks, financial institutions and asset management companies are particularly concerned by this. CIC Conseil, a subsidiary of Crédit Mutuel Alliance Fédérale, remaining loyal to the Group's values, is committed to providing a safer and more ethical digital environment.

In order to give an optimal response to all your requests, CIC Conseil needs to be able to collect and process personal data correctly. This information is used in the interests of the persons with whom we have relationships. It should be used to give a suitable response to your needs and high-quality service in the continuation and future carrying out of your projects. With this charter, CIC Conseil makes a concrete commitment to protecting personal data and respecting privacy in accordance with applicable regulations. It also intends to fulfil its role as part of Crédit Mutuel Alliance Fédérale to be a leading name in terms of ethics, transparency and digital security.

QUALITY

Meeting your expectations

To simplify, speed up and customise our services, your trust and our understanding of your situation are essential. By having accurate contact details, we will be able to contact you to discuss your plans. Taking account of changes in your situation and environment is the best guarantee to be able to provide you with high quality services.

TRANSPARENCY

Communicating about how your data is processed

As part of our business activities, we collect and process your personal data in a fair and transparent manner. Communicating about the traceability of what we do when processing your personal data is a priority and we are committed to providing you with clear and precise information about how it is used.

SECURITY

Ensuring the protection and integrity of your data

Because the confidentiality and integrity of personal data are essential in order to maintain your trust, we ensure that it is kept secure. We have therefore implemented verification and certification procedures for our tools intended to protect all your data against any malicious use. IT security is central to what we do and our specialist teams are continually working to ensure maximum protection of your data in all our business activities.

ETHICS

Using your data in your interests

The personal information we hold is used to respond to your expectations as best possible. This information is confidential and is not under any circumstances sold to a third party. Any passing on of certain personal data to external service providers is always done within a strictly defined framework, for a limited duration and with suppliers we trust.

CONTROL

Allowing you to keep control of your data

Within the framework of our exchanges, you have the right to access and amend your personal data and object to its processing in certain cases. When viewing our website, information about our cookies policy is provided.

LEXICON

PERSONAL DATA

Article 4 of the General Data Protection Regulation:

“Any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

IT SYSTEM

“The IT system is an organised set of resources that allows for the collection, storage, processing and distribution of information, in general using a computer”.

IT SYSTEM USER

“IT system users are persons benefiting from the necessary resources and authorisations to access the IT system”.