

# #1 PERSONAL DATA

### Our commitments

- The **ERAM Group** is committed to ensuring that, in regards to all of its brands, customers from whom personal data are collected are fully aware of the type of information and the use that will be made of it.
- Only personal data which is strictly necessary for the intended use is collected.
- The customer must be able to contact the company easily if they have questions or wish to make a complaint.
- The **ERAM Group** is committed to ensuring that its customers' personal data is secure and only communicated to authorized persons.
- In the event that the collection or management of personal data is entrusted to an external service provider, the **ERAM Group** undertakes to require guarantees from the service provider in order to comply with the commitments described above.
- The **ERAM Group** is also committed to complying with the regulations in force regarding data collection, processing and retention periods.
- The **ERAM Group** is committed to hosting data in countries providing levels of protection equivalent to that offered in the European Union.

### What we do not do

- Collect personal data which is not required for the management of our business, such as state of health, political orientation, religious beliefs, ethnic origins...
- Collect information for behavioural advertising purposes without informing our customers.
- Send the data to persons other than the collector, except in the case of legal obligations, the use of technical service providers, or if the person in question has authorized us to do so.
- Keep the data for longer than is necessary.

# #2

## CONSUMER LAW

### Our commitments

- The **ERAM Group** undertakes to respect, in its stores and on its online sales websites, the consumer laws in force wherever it operates.
- The **ERAM Group** undertakes to ensure that all of its advertising and promotions are clear and fair so as not to mislead the customer regarding the scope of its marketing operations.
- The **ERAM Group** is committed to providing fair and accurate descriptions of its products and their qualities.
- The **ERAM Group** undertakes, in its advertising media, to respect the public order and good morals of the territory in which they are disseminated.

### What we do not do

- Exploit credulity or lack of product knowledge of our customers.
- Claim our products have qualities they do not.
- Exaggerate regarding a very limited promotional operation.
- Use the practice of “loss leader” prices.
- Propose advertisements contrary to the public order.
- Neglecting, in our international communications, adaptation to local culture or, at the very least, taking it into account.

# #3

## PRODUCT SAFETY

### Our commitments

- The **ERAM Group** is committed to complying with national and international regulations on product safety.
- In particular, it undertakes to implement appropriate control procedures so that products placed on the market are not likely to harm the health of consumers.
- The **ERAM Group** is committed to implementing and continuously improving procedures to ensure proper management of complaints revealing potential health or safety problem.

### What we do not do

- Ignore information that may be communicated by our customers, the administration or an association concerning the safety and the security of our products and quality controls.
- Hinder dialogue on issues related to product safety.
- Keep marketing products that present hazards for the consumer.

# #4

## WELCOME IN STORES

### Our commitments

- The customer occupies a central place in the ERAM Group's brand businesses and must therefore be respected and listened to.
- The **ERAM Group** is committed to improving its sales methods to ensure better store and website experiences.
- Customer treatment must always be respectful, warm and sales staff must be attentive and trained to answer questions.
- The **ERAM Group** is also committed to adapting its sales sites and websites to make them accessible to people with disabilities.

### What we do not do

- Accept that our stores may be inaccessible to people with disabilities.
- Fail to take handicaps into account, so discriminating against handicapped persons at our stores.