

Privacy policy

Updated 31 August 2026

This document is the English-language version of the original French document. It is provided for ease of reference. Nothing in this document limits any mandatory rights available under applicable law.

Last update: August 31, 2026

1. Data controller

The person responsible for the processing described in this policy is ELECTRONIC PARTS eParts, SAS with capital of 2,238,000 euros, registered with the RCS of Bobigny under number 480 999 960, whose head office is located ZAC de la Vache à l'Aise, 15 rue René Goscinny, 93000 Bobigny, France. ELECTRONIC PARTS eParts is a partner of the Tandberg Data Norge A.S. brand

Contact regarding personal data: contact@tandberg-data.com. This policy covers tandberg-data.com and blog.tandberg-data.com.

2. Data processed

Depending on the services used, we can process:

- identity, contact details, company, position, telephone and postal and electronic addresses;
- account and authentication information;
- data necessary for orders, payments, invoices and deliveries;
- order history, exchanges, support requests, returns and warranties;
- content of contact, quote and project validation requests;
- newsletter registration, preferences and proof of consent;
- IP address, browser, device, security logs and authorized browsing events.

The answers entered in the RDX configurator remain used locally to calculate a recommendation. They are only transmitted to ELECTRONIC PARTS eParts if the user voluntarily requests project validation. Do not transmit sensitive data in free fields.

3. Purposes and legal bases

Purpose	Legal basis
Create and administer an account	Contract or pre-contractual measures
Process order, payment, invoice and delivery	Contract and legal obligations
Respond to a contact request, quote or project	Pre-contractual measures or legitimate interest
Provide support, after-sales service and guarantees	Contract and legal obligations
Prevent fraud and secure services	Legitimate interest
Send newsletter	Consent
Measure audience with non-essential trackers	Consent
Comply with accounting, tax and legal obligations	Legal obligation

The RDX Configurator does not make any automated decisions that produce legal effect or similarly affect the user.

4. Mandatory nature of information

Fields marked as mandatory are necessary to provide the requested service. The other fields are optional and are used to better qualify the request.

5. Recipients and service providers

Data may be accessed by authorised teams and, within the scope of their duties, by necessary service providers: DJUST, Adyen via DJUST Pay, IAF, Brevo, Mailchimp, Monday.com, CookieYes, Cloudflare, Google when authorised analytics services are enabled, and carriers responsible for delivery. In the event of non-payment, the data strictly necessary for recovery may be transmitted to France Contentieux, 2871 avenue de l'Europe, building C, 69140 Rillieux-la-Pape, France. Legal advisers, public authorities or courts may also receive data when required by law or for the establishment, exercise or defence of legal claims.

No personal data is transmitted to resellers solely because of use of the site or blog. The list of service providers and their roles may change; the services depositing tracers are detailed in the CookieYes manager.

6. Payment

Payments are processed by DJUST Pay / Adyen. ELECTRONIC PARTS eParts does not store the full number of the bank card.

7. Transfers outside the European Economic Area

When providers process data outside the EEA, transfers are based on a recognized mechanism: adequacy decision, EU-US framework where applicable, or standard contractual clauses accompanied if necessary by additional measures.

8. Retention periods

Data	Reference duration
Contact requests, quotes and projects without contract	3 years after last active contact
Inactive accounts	Deletion or anonymization after 2 years of inactivity, with prior warning; separate archiving of legally necessary data
Customer relations and direct marketing	For the duration of the relationship, then 3 years for direct marketing
Contracts, orders and proof	Duration of the relationship then up to 5 years, subject to a different deadline or litigation
Invoices and accounting documents	10 years from the end of the financial year
Support, after-sales service and warranty	During the handling of the request, then for the periods necessary to establish, exercise or defend legal rights
Newsletter	Until consent is withdrawn or unsubscribed
Cookie preferences	6 months before a new request, unless substantial change
Technical and security logs	Generally 12 months maximum, except incident or special obligation

9. Newsletter and direct marketing

Subscription to the newsletter is based on consent. Unsubscription is possible at any time. Prospect data is kept for three years from its collection or the last active contact; those of customers during the commercial relationship and then three years after its end.

10. Cookies

Strictly necessary cookies can be used without consent when they meet legal conditions. Other trackers are only activated after the user's choice. Consult the Cookie Policy.

11. Security

Technical and organizational measures proportionate to the risks are implemented: access control, encryption of exchanges, backup, logging, limitation of rights and protection of forms.

12. Your rights

Depending on the processing, you have the rights of access, rectification, erasure, limitation, opposition, portability, withdrawal of consent and definition of post-mortem directives. Send your request to contact@tandberg-data.com. Proof of identity is only requested in cases of reasonable doubt.

You can lodge a complaint with the CNIL.

13. Update

This policy may be updated to reflect regulatory, technical or functional developments.