

Data protection policy

Last update: June 12th 2026

Capitalized terms are defined in the General Terms and Conditions of Use of the Platform and in the Specific Terms and Conditions of Use of the ManoManoPro Platform.

When you browse the ManoMano and ManoManoPro Platforms (hereinafter referred to together and indiscriminately as "**the Platform**") and use the Services offered there, personal data about you is collected and processed by our departments.

The purpose of this data protection policy is to inform you about:

- how we collect and process your personal data;
- the cookies we place on your browsing device.

By accessing our Platform and/or using the Services offered there, you agree to read this Data Protection Policy, which may be changed or updated at any time without notice.

Any changes will be posted on the Platform which we advise you to refer to regularly.

I. YOUR PERSONAL DATA

1. Who is the data controller?

The data controller is the person who determines the purposes and means of processing, namely the objective and how we achieve it.

[Colibri SAS - ManoMano is the data controller for the use of the Platform and the Services offered there](#)

Colibri SAS - ManoMano, registered in the Paris Trade and Companies Register under number 752 979 930, represented by Mr Loïc Derrien as Chief Executive Officer, having its registered office at 52 Rue Bayen 75017 Paris (hereinafter referred to as "ManoMano"), publishes the Platform.

In this context, ManoMano collects your personal data as data controller during your browsing on the Platform and your use of the Services offered there.

Colibri SAS - ManoMano & Sellers are joint data controllers for the management of your Orders and satisfaction surveys

Your personal data collected for the fulfilment of your Orders placed on the ManoMano Platform as well as for the conduct of post-purchase satisfaction surveys are jointly processed by Colibri SAS - ManoMano, the company that operates the Platform, and by each Seller with which you place an Order.

ManoMano and the Sellers have entered into a joint liability agreement under which ManoMano shall inform data subjects about Joint Processing in accordance with the provisions of Articles 12 to 14 of the GDPR, in particular by means of this data protection policy. ManoMano is also responsible for the security of the Platform. In the context of sending satisfaction surveys (based on the joint legitimate interest of improving products and services), ManoMano takes charge of centralising the sending on behalf of the Joint Controllers and commits to deleting any directly identifying data concerning you before making your ratings and comments available to the relevant Seller.

The data processing methods of the Sellers are accessible on their Seller Sheet. In particular, Sellers must provide contact information for data subjects to be able to exercise their rights.

You may exercise your rights to your data with ManoMano and/or the Sellers.

2. Why do we process your personal data and on what legal basis?

Purpose	Legal Basis
Accessing and browsing on the Platform	performance of the contract
Creating and managing the customer account	performance of the contract
Managing your Orders placed via the Platform, monitoring the customer relationship and managing your complaints (connection with Sellers, delivery, customer service, after-sales service, etc.)	performance of sales contracts
Pre-sales service, advice to buyers	pre-contractual measures
Payment in one or more instalments or deferred payment	performance of the contract

Saving your payment card information (excluding the cryptogram) in order to facilitate your future purchases on the Platform	obtaining consent
Detecting, preventing and combating fraudulent and illegal activities on the Platform and compiling black lists of those guilty of fraud	ManoMano's legitimate interest
Managing and controlling the security of the Platform	ManoMano's legitimate interest
Recording of interactions by email, chat or telephone, in order to improve our Services, train and evaluate our teams.	ManoMano's legitimate interest (for the improvement of customer service quality) or consent as the case may be
Managing the customer relationship via social media	ManoMano's legitimate interest
Implementing and managing a loyalty programme	performance of the contract
Statistical studies on the use of our Platform and Services	legitimate interest
Placing cookies or similar tracking devices to improve the Platform, our Services or your user experience.	obtaining consent (except trackers exempt from consent)
Collecting and managing reviews on Products, Services and customer service performance	ManoMano's legitimate interest
Conducting surveys and questionnaires to improve our Platform and Services (commercial prospecting)	obtaining consent
Soliciting customer experience feedback for the improvement of our Platform, our Services and those of our Merchants (no commercial prospecting or financial incentive to respond)	joint legitimate interests of ManoMano and the Sellers
Organising contests	performance of the contract

Sales prospecting by email, telephone and/or SMS	obtaining consent or legitimate interest as the case may be
Sales prospecting by mail	ManoMano's legitimate interest
Sending information emails about our Services, your Orders, and our loyalty programme	ManoMano's legitimate interest
Personalised advertising for third-party advertisers	obtaining consent
Managing GDPR rights requests	legal obligation
Illegal content notification form	legal obligation
Performance and monitoring of the contract with the Seller	Performance of the contract
Collecting identification data from the Seller and checking the reliability of the information collected	legal obligation
Managing pre-litigation and litigation	ManoMano's legitimate interest

3. What personal data do we process about you and where does it come from?

We collect and process:

- personal data you have entered on our Platform, in particular when creating your Personal Account or Guest Account (email, surname, first name, address, telephone number, etc.);
- information relating to the Orders you place on the Platform (product purchased, amount, transaction date and place, transaction number, delivery date and address, etc.);
- information in connection with the Services to which you subscribe;

- information about your means of payment (credit card number, credit card expiry date). Access to the visual cryptogram of your credit card is reserved only for our secure payment provider;
- information you send us when you communicate with our teams or the Seller (channel (telephone, email, chat), the content of the communication, the nature of the complaint, etc.);
- information you provide when you become a Seller on the Platform;
- your login and browsing data on the Platform (connection identifiers, IP address, value in euros and basket contents, products and pages you have viewed or searched for, URL of the landing page and URL of the website from which you arrived);
- data on emails we send to you for statistical purposes and sales prospecting;
- information you provide when you leave a review;
- information about our advertisements you view;
- information you provide when participating in promotional operations, surveys and questionnaires, contests, loyalty programmes or events we organise.

This data is collected directly from you (e.g. when you create an account), from public sources or through our partners.

4. How long do we keep your personal data?

Initially, we keep your personal data in our active database (i.e. the data is accessible by the ManoMano departments in charge of processing current matters) for the following periods:

- if you have never placed an Order on our Website, but you subscribe to our newsletters: we retain your personal data for sales prospecting purposes for **three years from your last contact with ManoMano** (i.e. from the last time you clicked on a hyperlink contained in an email);
- if you have placed an Order on our Website: we retain your personal data for **three years from the end of your sales relationship with ManoMano**. The end of your sales relationship corresponds to your last Order on the Platform or, if this date is later, your last contact with ManoMano (i.e. your last connection to your Personal Account/Guest Account or your last telephone call/email/chat with ManoMano). The end of your sales relationship may also correspond to your request to delete your account/data;

- if you have registered your credit card in your customer account, we will keep your bank details (with the exception of the cryptogram) **until your consent is withdrawn** (you can delete the registered card from your customer account) or until your account is deleted;
- if you are a Seller, we retain your data for the **duration of our relationship**, and six (6) months thereafter;
- we keep your data relating to your requests for access, rectification, erasure, portability, limitation and opposition for **three years from the exercise of your right**;
- your reviews of Products are posted on the Platform until you ask for them to be removed.

At the end of these periods, we archive your personal data for an additional period in our intermediate archiving database (meaning data can only be consulted on an ad hoc and justified basis by specifically authorised ManoMano departments), (i) as evidence in the event of a dispute (five years) and (ii) to comply with our legal and tax archiving obligations in force (ten years).

At the end of this additional period, **your personal data is anonymised or permanently deleted from our databases.**

5. Who is the recipient of transmitted personal data?

In addition to the employees of our company Colibri SAS, your personal data may be processed by third parties:

5.1 Our subcontractors

Your personal data is transmitted to the suppliers and service providers we use to subcontract all or part of the processing we carry out with your data, including for the purpose of:

- the operation of the Platform and its Services: your data is transmitted to specialised technical service providers, such as our hosting provider;
- paying for your Orders: your data is transmitted to service providers specialised in banking transactions (such as banks, payment service providers);
- storing Products shipped by ManoExpress: your data is transmitted to specialised logistics providers;
- managing customer service: your data is transmitted to our partners and our technical service providers;

- our instant messaging system on our Platform: your data is transmitted to the Advisory Experts and our technical service provider providing this chat service;
- managing reviews: we transmit your data to service providers specialised in processing customer reviews;
- anti-fraud: we may transmit your data to external service providers specialised in the provision of anti-fraud solutions.
- managing sales prospecting: we transmit your data to service providers specialised in sales prospecting.

The subcontractors we use offer the guarantees required by the applicable personal data protection regulations. They only have access to the personal data required for the performance of their services and are not authorised to process your personal data for other purposes.

We have also signed agreements with each of them to guarantee the security and integrity of your personal data and its processing in compliance with applicable regulations.

5.2 Platform Sellers and their carriers

The data necessary for the management of your Orders, and the strictly anonymised review data concerning their own sales, are transmitted to the Sellers from whom you have purchased a Product through the Platform.

Your personal data required to ensure the delivery of your Order is also transmitted to the carrier you have selected or which is proposed to you when placing your Order.

5.3 Our partners

In the course of our business, we may transmit your data to other data controllers.

This transmission occurs when ManoMano offers the services of other companies. This is the case for:

- 1 for 1 take-back (Smartback)
- Payment in instalments (Paypal, Klarna) or deferred payment (Billie, Alma)

These partners are responsible for the processing of the data transmitted to them.

In addition, we may transmit your data to our partners in order to allow them to send you sales prospecting, by email, by telephone or by post.

Your personal data may be transmitted to our partners involved in the fight against fraud, in order to verify your digital identity. Our partner Oneytrust, acting as data controller, processes data related to your transaction to combat the risks of identity fraud, payment fraud or refund fraud. Learn more about how Oneytrust manages your data and your rights: <https://www.oneytrust.com/mention-information-score-et-review/>

These data may also be transmitted to our partners placing marketing and/or analytical cookies on our platform (more information on cookies in section II. Our Cookies).

For any exercise of your rights of access, rectification or opposition, we invite you to consult the data protection policy of these partners, accessible on their respective websites.

5.4 The authorities

Your personal data may be disclosed to the authorities pursuant to a law, a regulation or a decision of a competent regulatory or judicial authority.

In general, we undertake to comply with all legal rules that may prevent, restrict or regulate the disclosure of information or data and in particular to comply with applicable data protection regulations.

5.5 Users

When you post a review on the Platform, your Public Username and review are available to Users.

6. What are your rights over your personal data and how do you exercise them?

6.1 What are your rights?

You have the right to obtain from us:

- confirmation that your personal data is or is not being processed and, where applicable, have access to this data;
- update and rectification of your personal data that is inaccurate or incomplete;
- erasure of your personal data under certain conditions. It should be noted that data shared with other users (such as the publication of reviews) will remain visible to the public on the Platform, even after deletion of your Personal Account or Guest Account;
- restriction of the processing of your personal data under certain conditions;

- portability of your personal data;
- organising what happens to your personal data in the event of death (storage, erasure, or communication to a designated person).

You also have the right to object to the processing of your personal data under certain conditions.

You can also at any time:

- withdraw your consent to the processing of your data carried out by our departments for the purposes of behavioural advertising, browsing analysis and audience measurements by setting your cookies;
- Withdraw your consent or object to the processing of your data for sales prospecting purposes:
 - from your personal area in the "Account Settings" tab;
 - by email, by clicking on the unsubscribe link in our promotional emails and in our newsletter;
 - by SMS, by sending "STOP" to the number indicated in the SMS received;
 - by telephone, by informing your contact person, or by registering on the opposition lists (in the UK: TPS/CTPS)
 - by contacting the DPO or through the form under the conditions set out in Article 6.2.
- object to receiving post-purchase satisfaction surveys by clicking on the unsubscribe link at the bottom of each survey email, by contacting the DPO or through the form under the conditions set out in Article 6.2.

We also remind you that you have the right to lodge a complaint with the Data Protection Authorities [ICO] if you consider that your rights have not been respected.

Further information on your rights with regard to your data can be found on the Data Protection Authorities [ICO] website: <https://ico.org.uk/>.

6.2 How can you exercise your rights?

You can make any request relating to exercising your rights:

- using this form: <https://faq.manomano.com/hc/en-gb/requests/new>;

- by email to the address dpo@manomano.com;
- by post sent to the following address:

ManoMano

For the attention of the Data Protection Officer (DPO)

52 rue Bayen

75017 PARIS

Our departments will reply to you as soon as possible and at the latest within one month after receipt of your request.

7. Is your personal data transferred outside the European Union?

Some processing operations that we entrust to our service providers are carried out outside the European Union. Furthermore, when the Merchant is located outside the European Union, your personal data is transferred outside the European Union, to the Merchant's country. Agreements have been signed with each of these service providers and Merchants to ensure that the transfers of your personal data are carried out securely and in compliance with applicable data protection regulations.

8. Contact the Personal Data Protection Officer:

If you have any questions about the processing of your personal data or to exercise your rights over your data, you can contact the Data Protection Officer (DPO), appointed by Colibri SAS - ManoMano:

- using this form: <https://faq.manomano.com/hc/fr/requests/new>;
- by email to the address dpo@manomano.com;
- by post to the following address:
COLIBRI SAS
Data Protection Officer
52 rue Bayen
75017 PARIS

9. Conversational agent (chatbot)

ManoMano provides you with a conversational agent (chatbot) accessible on the Platform. This service is operated by an Artificial Intelligence (AI) system and enables us to deliver our pre-sales service (advising you on your home improvement projects and suggesting Products) as well as our after-sales service (supporting you in tracking your Orders), as defined in Article 2, more efficiently.

When you use our chat, you first interact with a generative artificial intelligence. At any time during your conversation, you have the option to request to be transferred to a human advisor from our customer service team.

To generate its responses, the AI analyses the information you voluntarily share in the chat (nature of your project, questions, requests). In this regard, we invite you to share only the data strictly necessary for processing your request.

To provide you with this service, we rely on generative AI model providers acting as data processors. We strictly regulate the involvement of these partners: the data and conversations you share in the chat are processed securely.

II. OUR COOKIES

We describe below the trackers and/or cookies (hereinafter "**Cookies**") that may be placed and/or read on your device when you use the Platform and the means available to you to accept or reject such Cookies at any time.

1. What is a cookie?

A cookie is a small computer file that is stored and/or read, for example, when visiting a website or mobile application, regardless of the type of device you use (computer, smartphone, tablet, etc.).

There are several types of Cookies such as HTTP cookies, flash cookies, pixels, fingerprinting, identifiers generated by software or an operating system (serial number, MAC address, identifier for vendors (IDFV), etc.).

2. Which cookies do we use on the Platform?

An information banner is displayed when you first connect to the Platform in order to inform you prior to the placing of these Cookies, (1) of their presence and (2) to allow you to accept them and/or choose your settings.

We inform you that four categories of Cookies may be placed and/or read when you browse our Platform:

2.1. Cookies required for the proper functioning of the Platform

These Cookies are required for the proper functioning of the Platform.

Within our Platform, we use:

- Cookies to store your choices on the placing of Cookies (which cookies you authorise);
- Cookies that enable you to use the main features on the Platform, including:
 - identifying yourself and logging into your account;
 - displaying Products you have already viewed on the Platform;
- Cookies that enable us to remember the content of your shopping basket on our Platform;
- Cookies that enable you to pay for your Orders on the Platform;
- Cookies that enable balancing of equipment load;
- audience measurement cookies which are strictly necessary to provide our services.

These Cookies do not require your consent. However, you can set your browser to block them. If you block these trackers, the Platform may not function properly.

2.2. Preference Cookies

These Cookies allow us to optimise your browsing on our Platform and improve the content that we offer you.

By way of example, we have:

- Cookies to send you push notifications adapted to your browsing;
- Cookies to analyse your browsing and offer you surveys and questionnaires to help us understand how you use the Platform and improve our Services.

You must accept these Cookies to benefit from them.

2.3. Statistical cookies to measure our audience and the performance of content

These Cookies allow us to measure the audience on our Platform (number of visitors, duration of browsing, etc.) in order to improve its operation and the services offered.

These Cookies tell us:

- the value in euros and basket contents, even if the transaction is not finalised;
- the content of your searches on the Platform;
- your time stamp;
- your location (geolocation based on your IP address to the nearest city);
- the URL of the landing page and the URL of the website from which you arrived;
- your IP address;
- the name, version, language and size of your browser and operating system window as transmitted by your browser.

We use "Google Analytics" to measure our audience. The use of Google Analytics results in the transfer of personal data to the United States. Please read the terms of service of Google Analytics: www.google.com/policies/privacy/partners/.

If you want to disable Google Analytics on your browser, you can install an add-on in your browser developed by Google: <https://tools.google.com/dlpage/gaoptout?hl=fr>.

We also use the Amplitude cookie (201 3rd Street, Suite 200, San Francisco, CA 94103)

- Privacy Policy: <https://amplitude.com/privacy>

The Data Circle cookie (9 rue des Colonnes, 75002 Paris)

- Privacy Policy: <https://www.data-circle.eu/en/privacy-policy>

As well as the AppsFlyer cookie (AppsFlyer UK LTD., 87-91 Newman Street, London, W1T 3EY, UK)

- Privacy Policy: <https://www.appsflyer.com/legal/privacy-policy/>

2.4. Marketing Cookies

These Cookies enable us to analyse your browsing to identify your interests and show you advertisements that are most likely to interest you when you browse the internet and/or our Platform. Specific trackers of the pixel type also allow us to analyse the open rate of our marketing emails and to optimise our emailing campaigns.

In this context, two types of Cookies can be placed on the Platform:

- "internal" Cookies placed and used by ManoMano;
- so-called "third party" Cookies placed, used and managed directly by our partners.

Marketing cookies placed on our Platform are the following:

- Google Inc. (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA, "Google"):
 - Privacy Policy: <https://business.safety.google/privacy/>
 - Cookies Policy: <https://policies.google.com/technologies/cookies>
 - You can disable the use of Google Ads personalisation Cookies via their help page: https://support.google.com/My-Ad-Center-Help/answer/12155656?hl=fr&visit_id=638241474387485223-862377109&rd=1#turn-on-or-off-personalized-ads
- Facebook (Meta Platforms Ireland Limited - 1601 S. California Ave, Palo Alto, CA 94304, United States, "Facebook"):
 - Privacy Policy: <https://www.facebook.com/about/privacy;>
 - Cookies Policy: <https://www.facebook.com/privacy/policies/cookies>
 - Configure Facebook cookies: <https://www.facebook.com/settings/cookie> (you must be logged into your account to access these settings).
- Moloco Inc, 601 Marshall Street, 5th Floor Redwood City, CA 94063 :
 - Privacy Policy and disabling Moloco services: <https://www.moloco.com/privacy-policy;>
- Microsoft (Bing - Microsoft Ireland Operations Limited):

- Microsoft Privacy Statement:
<https://privacy.microsoft.com/fr-fr/privacystatement>
- You can disable the use of Microsoft Ads personalisation Cookies by clicking on the link below:
<https://go.microsoft.com/fwlink/?LinkID=286759>.
- Awinq (Awinq Ltd. 5th Floor, 2 Thomas More Square, E1W 1YN London, United Kingdom and/or Awinq AG EichhornstraÙe 3, 10785 Berlin, Germany)
 - Privacy Policy: <https://www.awinq.com/gb/privacy>
- Connexity (Connexity Inc, 2120 Colorado Ave, Suite 400 Santa Monica, CA 90404)
 - Privacy Policy: <https://www.connexity.com/privacy-policy/>
 - Cookies policy: <https://www.connexity.com/cookie-policy/>
- Webloyalty (WL France SAS 17-21 rue Saint Fiacre 75002 Paris, and/or Webloyalty International SL Via de los Poblados, 1 Parque Empresarial Alvento, Edificio A, 5a Planta, 28031 – Madrid, Spain and/or Webloyalty International Limited Charter Court, 50 Windsor Road, Slough, SL1 2EJ, United Kingdom)
 - Privacy Policy: <https://webloyalty.fr/protection-des-donnees/>
- Batch (IMEDIAPP SAS, 43 rue Beaubourg, 75003 Paris, France)
 - Privacy Policy: <https://batch.com/fr/privacy-policy>
- Reddit Netherlands B.V. (Keizersgracht, 62, 1015CS Amsterdam)
 - Privacy Policy: <https://www.reddit.com/en-us/policies/privacy-policy>
- Pinterest Europe Limited (3rd Floor, Waterloo Exchange, Waterloo Road, Dublin 4, Irlande)
 - Privacy Policy: <https://policy.pinterest.com/en/privacy-policy>
- TikTok Technology Limited (10 Earlsfort Terrace, Dublin, D02 T380, Irlande)
 - Privacy Policy: <https://www.tiktok.com/legal/page/eea/privacy-policy/en>

We invite you to consult their data protection policies (link above) to find out more about the processing carried out by our partners.

These cookies enable us to:

- analyse your browsing on the Platform and on the internet (for example, the number of pages viewed, Products viewed, searches you have carried out);
- create performance statistics, including the total number of Users who clicked on the advertisements;
- show you the advertisements that are most relevant to you based on your browsing and profile when you visit a website other than ours (ManoMano then acting as advertiser);
- deliver to you on the Platform the advertisements of our partners most relevant to you based on your browsing and your profile (ManoMano then acting as publisher);
- limit the number of times the same advertisement is displayed to you;
- target advertisements to Users who have already visited or interacted with our Platform;
- ensure security, prevent fraud and debug;
- develop and improve the services provided.

You must accept these Cookies to benefit from the personalisation of online advertising.

3. How long is my choice regarding cookies retained (consent or refusal)?

Your consent regarding cookies is retained for a period of 13 months.

You may at any time modify this choice in the "Set my cookies" section of the Platform.

4. What is the retention period for data collected via Cookies

We keep the data collected via the audience measurement trackers exempt from consent for 13 months after placing the tracker on the connection device.

Data collected via trackers subject to consent shall be retained for a maximum period of 13 months.

5. How can you configure Cookies?

At any time, you can choose to indicate and change your Cookie preferences, as described below.

5.1. With our cookie management tool

We use a tool on the Platform that allows you to manage the placing of Cookies by clicking on the "Set my cookies" page accessible at the bottom of the website or via the information banner that appears when you first log in to the Platform.

On the mobile application, we use a menu allowing you to manage cookie preferences by clicking on the "account" tab at the bottom of the home page, then going to "settings" and selecting the "notifications and cookies" tab. You can also manage cookies via the pop-up that appears when you first install the mobile application.

5.2. With your browser

In principle, your browser allows you to view, manage, delete and block Cookies on a website. You can configure your browser in such a way that:

- Cookies are stored on your device or, on the contrary, they are rejected, either systematically or according to their issuer.
- acceptance or rejection of Cookies is offered to you on an ad hoc basis, before a Cookie is placed and/or read on your device.

You are informed that if you delete all Cookies, you will lose all your choices. Any settings you change could affect your Internet browsing and your conditions of access to certain services requiring the use of Cookies. A number of features necessary for browsing the Platform may be degraded due to the settings you have changed (difficulties with saving or viewing, etc.).

The configuration of each browser is different. It is described in your browser's help menu, which will tell you how to change your cookie preferences.

- For Internet Explorer™: <https://support.microsoft.com/fr-fr/topic/supprimer-et-g%C3%A9rer-les-cookies-168dab11-0753-043d-7c16-ed5947fc64d>
- For Safari™: <https://support.apple.com/kb/PH5042>
- For Chrome™: <https://support.google.com/chrome/bin/answer.py?hl=fr&hlrm=en&answer=95647>
- For Firefox™: <https://support.mozilla.org/fr/kb/activer-desactiver-cookies>

5.3. With your smartphone's operating system

You can manage the placing of Cookies in the rules of your smartphone's operating system.

5.4. Youronlinechoices.com website

You can object to the placing of cookies linked to personalised advertising via the website dedicated to interest-based advertising on the Internet:
<https://www.youronlinechoices.com/fr/controler-ses-cookies/>