



## PRIVACY AND COOKIES POLICY

**Latest Update** : 1 September 2024

This privacy and cookies policy (the "Privacy Policy") aims to formalize our commitment to respecting the privacy of users of the website [www.becandid.tech](http://www.becandid.tech) (the "Site") and the BeCandid Platform (the "Platform") operated by BeCandid Tech SAS.

The Privacy Policy, the Terms of Service and Use and the DPA form a contractual whole. All capitalized terms not defined in this Privacy Policy are defined in the General Conditions available here: [www.becandid.tech](http://www.becandid.tech).

As part of the provision of our Site and our Platform, we process your personal data in compliance with the General Data Protection Regulation 2016/679 of April 27, 2016 ("GDPR") and under the conditions set out below.

Personal data means any information relating to an identified or identifiable natural person. We collect and process personal data in the context of providing our Services or communicating about these Services exclusively, in strict compliance with the GDPR.

We only collect personal data that is adequate, relevant and limited to what is necessary for the purposes for which it is processed. Therefore, you will never be asked to provide personal data considered "sensitive", such as your racial or ethnic origins, your political, philosophical or religious opinions.

By browsing the Site or registering on the Platform, you authorize us to process your personal data in accordance with the Privacy Policy. If you refuse the terms of this Privacy Policy, please refrain from consulting the Site and/or using the Platform and the Services.

For the stages of browsing the Site, creating an account or subscribing to a plan, contact, demo, prospecting and connection to the Platform, we act as **Data Controller**. This Privacy Policy only covers this field of application.

With regard to the use of personal data in the context of the use of our products, when your personal data is entered into the Platform by a Client, we act as **Data Processor** on behalf of the Client. This scenario is described in our Data Processing Agreement, forming an integral part of the Terms of Service and Use of the Platform.

### 1. In what cases do we collect your personal data and what data is collected?

We may collect and store your personal data, including:

- when you browse the Site
- when you request the creation of an account for the trial period
- when you request an online subscription

- when you pay for your subscription online
- when you contact us
- when you request a demo of our Services or when we contact you to present our products to you
- when you log in and use the Platform

We use your personal data to enable the implementation and management of the Site and Platform Services and respond to your specific requests. We also use your personal data for the purpose of operating and improving our Services, our Site and our approach. This information is used only by us and allows us to better adapt our Services to your expectations.

We minimize the collection of personal data and only collect what is strictly necessary for the execution of our Terms of Service and Use, compliance with current legislation and the execution of the steps prior to the conclusion of contracts.

We carry out an impact analysis when developing our Services in order to define the personal data necessary for the proper execution of the Service, the purpose of processing this data and the risks.

## 1.1 Browsing on the Site and the Platform

### **Login data:**

Each time you access the Site or connect to our Platform, we collect personal data such as, in particular, your IP address, date and time of connection, as well as information on the browser that you use.

### **Browsing data:**

We also collect information allowing us to identify how you access the Site or the Platform and which pages you consult.

## 1.2 Creating an Account or Subscribing to a Plan

Access to some of our Services requires the prior creation of an Account on the Platform. In accordance with the Terms of Service and Use, you will be asked to provide a certain amount of personal data when creating your Account, in particular your first and last names and your corporate email address.

## 1.3 Payment

Some of the Services available are chargeable. To this end, you accept that we may use external service providers who may collect personal data in order to enable the proper functioning of payment processing services by credit card or any other means of payment and, where applicable, delivery of products or services.

To pay for your purchase, you must provide your billing details as well as your payment details, including your bank card number, expiry date, security code and name of the card holder in the event of payment by bank card.



We store details of your payments, as well as details of purchases you make. Transaction details are stored either in our systems or with the external service provider. This retention is carried out for internal purposes, including accounting, compliance and legal purposes, in accordance with paragraph 3 of this Privacy Policy.

## 1.4 Contacts

In order to respond to requests you may make to our Customer Service and to confirm information about you, we may use your first and last name, email address and telephone number.

## 1.5 Prospecting

When you request a demo of our Services or when we wish to contact you to present our services, we use your first and last names and corporate email addresses. If the demo is recorded by videoconference, your voice and image may also be collected.

## 2. How do we protect your personal data?

We have implemented and regularly reassess technical and organisational security measures to guarantee the security, integrity and confidentiality of all your personal data, in order to prevent it from being distorted, damaged or unauthorized third parties have access to it. We ensure an appropriate level of security, taking into account the state of knowledge, the costs of implementation and the nature, scope, context and purposes of the processing as well as the risks and their likelihood.

We limit access to personal data to those who need to process it only. All technical administration accounts are protected by two-factor authentication and accessible only to technical managers.

Database backups are encrypted.

Access to the Platform requires Google authentication or authentication by unique identification code sent by email during each connection.

However, it is specified that no security measure is infallible, we are not able to guarantee absolute security of your personal data. In the event of a leak of personal data, we undertake to notify the persons concerned in compliance with current legislation.

Furthermore, it is your responsibility to ensure the confidentiality of the unique identification code allowing you to access your Account or the password allowing you to access your Google email. Do not share this information with anyone. If you share your computer, remember to log out before leaving the Platform.

## 3. When do we share your personal data?

### 3.1 Sharing of your personal data within the Company

Your personal data may be processed internally at BeCandid Tech. Only people who need to process personal data as part of their duties will have access to it.



### 3.2 Sharing your personal data with third party companies

When you browse the Site or use the Platform, your personal data may be transmitted to external service providers. These third parties provide a service on our behalf and in our name in order to enable the proper functioning of credit card payments and other Services.

Our subcontractors are as follows:

- Calendly Europe (Appointment management)
- Stripe (Payment)
- Tiime Europe (Accounting)
- Qonto Europe (Bank)
- GFC Compta Europe (Accounting)
- Google Workspace Europe (Email you send to us)
- Infomaniak Europe (Hosting / Infrastructure)
- Mailgun Europe (Notification emails sent by the solution)

We favor subcontractors who use servers located in Europe. However, personal data may be transferred to countries outside the European Union.

In accordance with the GDPR, all transfers of personal data to a country located outside the European Union and/or not offering a level of protection considered sufficient by the European Commission have been the subject of cross-border flow agreements. comply with the standard contractual clauses issued by the European Commission.

Except in the case where a third party asks you to accept its own confidentiality policy and conditions of use, the third party companies having received communication of your personal data have undertaken to process your personal data only for the implementation of our Services.

We will never share, without obtaining your prior consent, your personal data with third party companies for marketing and/or commercial purposes.

### 3.3 Sharing with authorities

We can be brought to disclose your personal data to administrative or judicial authorities when their disclosure is necessary for the identification, arrest or prosecution of any individual likely to harm our rights, any other user or a third party . Finally, we may be legally required to disclose your personal data and cannot object to this in this case.

## 4. How long do we keep your personal data?

We will only keep your personal data for the duration of your registration on the Platform in order to ensure your identification when you connect to your Account and to enable the provision of the Services.

Therefore, if you unsubscribe from the Platform, your personal data will be erased and only kept in archive form for the purposes of establishing proof of a right or a contract.



In any case, we will keep your personal data for a period not exceeding that necessary for the purposes for which they are processed in accordance with the uses set out in this Policy and in compliance with laws and regulations.

When you browse the Site, we will only keep your browsing data for 90 (ninety) days.

## 5. Cookies: how do we use them?

### 5.1 What is a cookie?

A cookie is a text file that may be placed in a terminal when consulting an online service with browser software. A cookie file notably allows its issuer, during its validity period, to recognize the terminal concerned each time this terminal accesses digital content containing cookies from the same issuer.

In any case, cookies placed on your browsing terminal with your consent are destroyed 13 months after their placement on your terminal.

### 5.2 What are the cookies issued on our Site/Platform used for?

The cookies we issue:

- allow us to identify you in order to give you access to the Platform. These cookies are necessary to provide our Services.
- allow us to adapt the language used in our Platform to the linguistic preferences of your terminal.
- crsftoken: security token (linked to the session).

The Company only places cookies on the Site and the Platform that are exempt from consent under article 82 of the Data Protection Act. Therefore, you will not see a cookie banner asking for your consent.

On top of cookies, a local storage is used to store feedback information during the feedback process.

### 5.3 How can you control the cookies used?

You can configure your browser software at any time so that cookies are saved on your terminal or, on the contrary, that they are rejected (either systematically or depending on their issuer). You can also configure your browser software so that you are offered the acceptance or refusal of cookies from time to time, before a cookie can be saved on your terminal.

Please note: any settings may modify your Internet browsing and your conditions of access to certain services requiring the use of cookies. We decline all responsibility for the consequences linked to the degraded functioning of our services resulting from the impossibility of recording or consulting the cookies necessary for their functioning and which you have refused or deleted. This would be the case if you tried to access our content or services which require you to identify yourself. This would also be the case when we (or our service providers) could not recognize, for technical compatibility purposes, the type of browser used by your terminal, its language and display settings or the country from which your terminal appears to be connected. to the Internet.



## 5.4 How to configure your navigation software?

For the management of cookies and your choices, the configuration of each browser is different. It is described in the help menu of your browser, which will allow you to know how to modify your cookie preferences. Below you will find information about the main browsers.

### Internet Explorer / Edge

In Internet Explorer, click the Tools button, then click Internet Options.  
On the General tab, under Browsing History, click Settings.  
Click the Show Files button.

### Firefox

- Go to the Browser Tools tab then select the Options menu
- In the window that appears, choose Privacy and click Show Cookies

### Safari

- Access Settings via the browser menu (Safari > Preferences)
- Click Privacy.

### Google Chrome

- Access Settings via the button to the right of the URL bar or via the browser menu (Chrome > Preferences).
- Select Advanced Settings
- Click on Content Settings then on Cookies.

To obtain more information about cookies, you can [consult the CNIL website](#).

## 6. What are your rights?

You are the only ones to have communicated to us the data in our possession, via the Site and the Platform. You have rights over your personal data. In accordance with the regulations on the protection of personal data, in particular articles 15 to 22 of the GDPR, and after having proven your identity, you have the right to ask us for access to the personal data concerning you, the rectification or erasure thereof.

In addition, within the limits set by law, you also have the right to object to the processing, to limit it, to decide the postmortem fate of your data, to withdraw your consent at any time and the right to portability personal data provided.

You can contact our Services to exercise your rights at the following email address: **[support@becandid.tech](mailto:support@becandid.tech)** or to the following postal address: *BeCandid Tech, 400 avenue Roumanille, Green Side Business Village, B.P. 309, 06906 Sophia-Antipolis cedex* by attaching a copy of an identity document to your request.

## 7. Can we change the Privacy Policy?

We reserve the right to modify the Privacy Policy at any time. It is therefore recommended that you consult it regularly. If we make changes, we will post those



[www.becandid.tech](http://www.becandid.tech)

changes on this page and in other places we deem appropriate based on the purpose and significance of the changes made.

Your use of the Site and the Platform after any modification means that you accept these modifications. If you do not agree to certain material changes to this Privacy Policy, you should stop using the Site and the Platform.

## **8. The National Commission for Information Technology and Liberties (“CNIL”)**

We remind you that you can contact the CNIL directly on the [CNIL website](#) or by mail to the following address: Commission Nationale de l’Informatique et des Libertés (CNIL), 3 Place de Fontenoy - TSA 80715, 75334 PARIS CEDEX 07.

