

Protecting and securing your Data, as defined in article 13 of the General Conditions, is important to LIVESTORM.

This Confidentiality Policy forms an integral part of the General Conditions and is intended to govern the collection, use of and access to your Data within the framework of use of the Website and/or the Livestorm Service.

## **Article 1. Legality of processing - Access to the Website, Products and Services**

The Confidentiality Policy must be accepted by any User who wants to access the Website and/or subscribe to the Livestorm Service, and each time the Confidentiality Policy is modified.

If the Confidentiality Policy is not accepted, the User must forego access to the services offered by the Website and, if applicable, the Livestorm Service.

Since the processing of Data is necessary for use of the Livestorm Service, the Client expressly authorises LIVESTORM to perform this processing as described in this Confidentiality Policy when he or she subscribes to the Livestorm Service.

## **Article 2. Data controller**

The Data controller is LIVESTORM: the company LIVESTORM, a simplified joint-stock company with a capital of 12,500 euros, whose registered office is at 24, rue Rodier, Paris (75009), registered in the commercial and company register of Paris under the number 820 434 439, represented by its president, Mr. Gilles Bertaux.

## **Article 3. Contact**

To exercise one of the rights laid down in article 9 of the Confidentiality Policy, or for any questions they have, Users may contact us at the following addresses:

LIVESTORM 24 rue Rodier, 75009 Paris

Email: [privacy@livestorm.co](mailto:privacy@livestorm.co)

Telephone: +33786486705

## **Article 4. Collected Data**

Some Data are communicated to us directly by You, when You subscribe to or use the Livestorm Service, and other Data are obtained automatically via technologies used by LIVESTORM, particularly due to the interactivity established between You and the Website.

Some Data, taken from sources accessible to the public, are collected by the company APIHub, Inc. ("Clearbit"), whose registered office is at 90 Sheridan St., San Francisco, California (United States of America). Please read Article 7 for more information on this point.

### **Data collected directly from the User**

Data collected directly from You includes the Data listed below:

- Surname, first name;
- Employer name;
- Profiles on social networks;
- Email address associated with a natural person;
- Postal address associated with an organization;
- Telephone number associated with an organization;
- Invoicing information associated with a natural person;
- Account name (login) and password;
- Images of a natural person filmed during a webinar (videos);
- Comments, feedback, questions, contributions during the webinar;
- Interests and preferences in relation to commercial prospection;
- Other Data that You share voluntarily.

### **Data collected passively**

Data collected passively from You, when You visit the Website and use the Livestorm Service (connection and navigation data and data saved in cookies), includes the Data listed below:

- IP address of your computer;
- Information about your computer, your connection mode, such as your internet browser type and version, your operating system, the OS of your

mobile or tablet, as well as the unique device identifier ("UDID") and other technical identifiers;

- The URL address of your connections, including the date and time, as well as the content you access on the Livestorm Service;
- Your location.

#### **Data collected by the company APIHub, Inc.**

Data collected by the company APIHub, Inc. taken from sources accessible to the public, including the Data listed below:

- Any public information about a natural person in relation to the company employing this person, such as the position occupied within the company by the person or their LinkedIn profile.

Please read Article 7 for more information on this point.

## **Article 5. Purposes of Data processing**

The Data can be collected and processed by LIVESTORM and its subcontractors for the following purposes:

- to provide you with and improve the use of the Livestorm Service and to provide you with any technical support that may be necessary;
- to perform invoicing within the context of contractual relationships;
- to communicate to you the changes in our products and services;
- to allow you to personalise the Livestorm Service and allow you to select the content You want to access or You want to share with a third party;
- to analyse your data, allowing us to improve the Livestorm Service, identify your usage trends and determine the effectiveness of the Livestorm Service;
- to prevent and detect possible threats to the security of our products or services, fraud or any unlawful activity;
- to comply with our legal obligations, settle disputes and enforce our contracts;
- to enable emails and e-marketing campaigns and promotions to be sent to the Subscribers;
- to keep you informed of our updates and forthcoming events;

- to preserve the history of the operations occurring within the framework of the contractual relationship.

## **Article 6. Basis of the Data processing**

The Data processing mentioned above is based on:

- the consent of the User regarding use of cookies for some purposes and the use of the Data for purposes of commercial prospection;
- the consent of the User when the latter has not subscribed to the Livestorm Service with LIVESTORM;
- the execution of the contract for the use of the Livestorm Service, to which the Client is party, in other cases.

When the basis for Data processing is consent given by Users, they have the right to withdraw their consent at any time.

Newsletters and marketing emails sent to the User by LIVESTORM will contain an unsubscribe link.

Users can permanently delete their Accounts as specified in the General Conditions.

## **Article 7. Recipients of the collected Data**

The User has been informed and accepts that the recipients of the Data (other than subcontractors who are the subject of the following article) are the following:

- The departments of LIVESTORM, its subsidiaries or affiliates who may have cause to use this Data: commercial department, marketing department, accounting department;
- Other Users within the framework of use of the Livestorm Service for the following Data:
  - Surname, first name;
  - Employer name;
  - Account name (login) ;
  - Email address associated with a natural person;
  - Postal address associated with an organization;

- Telephone number associated with a natural person;
- Images of a natural person filmed during a webinar (videos);
- Avatar;
- Comments, feedback, questions, contributions during the webinar;
- Other Data that You share voluntarily with other Users.
- The company APIHub, Inc. ("Clearbit"), whose registered office is at 90 Sheridan St., San Francisco, California (United States of America), participating in the European Union's Privacy Shield – United States, for the email address. The Clearbit utility allows Livestorm to enrich the profiles of Users with public data collected by the company APIHub, Inc.

The authorised third parties who are subject to the IT and Liberties Law and the Regulation undertake to process this Data in compliance with this Confidentiality Policy.

The Data will be divulged by the Company only for the purpose of offering or enhancing its services. It will not be divulged to third parties for use in their marketing activities.

Please note that the content that is created via the Livestorm Service (videos from the webinars, comments, polls, etc.) can be downloaded by the Administrator of the webinar.

## **Article 8. Subcontractors**

LIVESTORM makes use of subcontractors.

LIVESTORM ensures that the subcontractor(s) it employs provide sufficient guarantees to implement appropriate technical and organisational measures so that the processing complies with the legal requirements in force.

## **Article 9. International transfer of Data outside of the European Union**

The User has been informed that the Data may be shared with third parties located, or which use servers located, outside of the European Union in countries whose data protection laws differ from those of the European Union, which is the case for transfers to the company APIHub, Inc. described in Article 7 above.

In these cases, LIVESTORM ensures that the User is informed and that this transfer is performed in compliance with the applicable regulations and guarantees a sufficient level of protection to the privacy and fundamental rights of persons in keeping with the Regulations (in particular via the standard contractual clauses of the European Commission).

You can contact us for any question or request for additional information related to these transfers.

## **Article 10. Declaration to the National Commission for Information Technology and Liberties (CNIL)**

Due to the provisions of the IT and Liberties Law, the automated processing of personal data performed on the Website was subject to a declaration to the CNIL, registered under the number 1989871 v 0.

## **Article 11. Rights of the User concerning their Data**

Due to applicable legal and regulatory provisions, Users have a right to access, rectify and delete their Data, to limit or object to their processing, a right to set instructions for preserving, erasing and communicating their Data after their death and the right to the portability of their Data.

Right to access. You may receive a copy of your Data that is in our possession.

Right to rectify and delete. You may also request the erasure of your Data as well as the rectification of Data that is erroneous or out-of-date. However, LIVESTORM may retain some information about the User when the law requires it to do so or when there is a legitimate reason for doing so.

Right to object. You may also refuse to allow your Data to be processed for certain purposes.

Right to limit the processing. In certain cases you have the right to obtain the limitation of the processing from the Data controller, for example when the accuracy of the Data is disputed by the User.

Right to portability. You can receive the Data that relates to you which you have provided to the Data Controller in a structured, commonly used and machine-readable format, and transmit this Data to another Data controller.

To exercise one of the aforementioned rights or for any question you may have, You may contact LIVESTORM (Article 2 and Article 3 above).

You have the right to lodge a complaint with the responsible monitoring authority (CNIL) or to obtain remedies from the competent courts if you think that we have not respected your rights.

## **Article 12. Security and confidentiality of Data**

The Data collected by LIVESTORM are stored in a secure environment.

To ensure security of the Data, LIVESTORM particularly makes use of the following measures:

- Access management - authorised person;
- Access management - person concerned;
- Network surveillance software;
- IT backup;
- Digital certificate development;
- Login/password;
- Firewalls.

People working for LIVESTORM are required to respect the confidentiality of this Data.

LIVESTORM undertakes to guarantee the existence of adequate levels of protection in keeping with the applicable legal and regulatory requirements. However, since no mechanism that can offer absolute security exists, there is an element of risk whenever the internet is used to transmit data and personal information.

LIVESTORM will notify the CNIL and/or the person concerned of any possible Data infringements covered by the Regulations.

## **Article 13. Period for which Data is stored by LIVESTORM**

The period for which Data is stored by LIVESTORM is limited to the period in which the User uses the Livestorm Service, subject to compliance with the applicable legal provisions; however, the necessary Data may be stored for the purposes of commercial prospection or archiving for a maximum of three (3) years from the date on which You ceased to use the Livestorm Service.

The navigation Data collected when the User visits the Website shall be stored for a maximum of fifty (50) months.

## **Article 14. Cookies**

LIVESTORM uses cookies and other services for analysing traffic on the Website in order to facilitate the User's navigation on the Website and optimise the technical management, offer the User targeted advertising adapted to their areas of interest and to create visit statistics.

A cookie is a small information file saved by a website on the User's computer. This cookie can be re-used during a future visit to the same website. A cookie cannot be read by any website other than the one that created it. Most cookies are only valid for the duration of a session or visit.

No cookie can contain information that allows the User to be contacted by telephone, email or post.

Most browsers are set to accept cookies automatically.

However, it is possible for the User to configure their browser to be informed each time a cookie is created or to prevent them from being saved.

### **Types of cookies used**

LIVESTORM uses one or more of the following types of cookies:

- the cookies required for operation of the Website, for example authorising the User to remain connected to their account;
- cookies monitoring use of the Website in order to generate statistical reports on the use of the Website, without identifying the individual Users of the Website;
- cookies required for the correct and efficient operation of the Website, including cookies allowing the Website to save User preferences;
- cookies monitoring User behaviour in order to communicate about offers or promotions.

### **What to do if You do not want cookies?**

If You do not want the Website to store cookies on your computer, You have the choice to block the cookies (in other words configure your browser to refuse all cookies) and/or delete the cookies that have already been placed on your computer:

- under Internet Explorer: you can block cookies by using the parameters to change the processing of cookies by clicking on "Tools", "Internet Options", "Confidentiality" and then on the button "Advanced";
- on Firefox: you can block all cookies by clicking on "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu and de-selecting "Accept third-party cookies";
- on Chrome, you can block all cookies by clicking on "Personalise and control", then "Parameters", "Display advanced parameters" and "Content parameters" "Cookies and site data" under the heading "Cookies".

Bear in mind, however, that when you deactivate some cookies, some functions may no longer be available on the Website.