

Privacy Statement

France-IX attaches great importance to the protection of your personal data.

It is specified that, as an Internet Exchange Point (IXP), France-IX:

- has a **customer base that is exclusively composed of legal entities** (Internet ecosystem players and enterprises), while the fundamental principles of the GDPR apply to the processing of personal data of individuals;
- **do not need to have access to the data flow transferred by its members through the infrastructures of France-IX's platform.**

Thus, France-IX facilitates interconnection only between «autonomous systems» (AS: Autonomous System) of Internet Service Providers and private networks. As recalled in its 2016 report by the European Internet Exchange Association (Euro-IX), the interconnections implemented by an Exchange Point do not require access to Internet traffic, i.e. data flows that circulate on the Internet between two autonomous systems. **Only data packets are sent over the networks, without any access to the content of these packets.**

The personal data collected and processed by France-IX, regardless of the channel used (IT or manual), are therefore only those that make it possible to manage the relationship with prospects and customers on the one hand, and the relationship with France-IX service providers on the other.

The purpose of this Privacy Statement is to inform you about the way France-IX collect and process your personal data, both on the www.franceix.net website and on the Customer Portal, and about the rights you can exercise, in accordance with the «General Data Protection Regulation» EU/2016/679 of 27 April 2016 (RGPD) and the amended «Informatique et Libertés» law 78-17 of 6 January 1978 (hereinafter «the Regulation»).

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1. Controller

France IX Services, a simplified joint stock company with a capital of 250,000 euros, registered in the Paris Trade and Companies Register under number 523 968 873, whose registered office is at 88 avenue des Ternes 75017 Paris, represented by its Chairman, Mr Franck SIMON,

Acting both in the name of France IX Services and in the name and on behalf of the Association France IX (together referred to as «France-IX»).

Contact details:

Website: www.franceix.net

Tel: +33 (0)9 72 47 47 65 98

Fax: +33 (0)9 72 39 39 86 02

GDPR Contact: dataprotection@franceix.net

2. The data we collect and process

Personal data are any information relating to an identified individual or that can be identified, directly or indirectly, by reference to an identification number or to one or more elements specific to that person.

People's professional data is considered, for the purposes of the GDPR, as personal data.

France-IX respects the principle of data minimisation: we limit the amount of data processed from the outset and do not process data other than those necessary for the purposes described in this Privacy statement.

The data collected are neither transferred, exchanged nor rented.

2.1. The mandatory information you provide us directly

Such data are necessary for us to provide France-IX service(s) to our customers or to manage the relationship with any other business partner:

Civil status data allowing you to be identified, such as:

- title, first name, last name;
- the name of the company in which you work;
- your position in this company.

Data allowing us to contact you as part of the service, such as:

- your company's postal address;
- professional email addresses;
- professional phone numbers (for partners other than customers for whom these data are not always required).

2.2. The additional and optional information you can provide us

As part of our pre-contractual or contractual exchanges, you may provide us with additional categories of optional information, such as:

- professional phone numbers (for customers);
- professional fax number;
- contacts on social networks (LinkedIn, Twitter, etc.).

2.3. Information we collect by other means

Data may be collected by France-IX from other sources, either as part of commercial prospecting or concerning the use of the services that France-IX makes available to its customers, such as:

- **Information about you or your company** (including contact information) collected, as part of our prospecting activities, by various sources accessible to the public: publications, social networks, trade fairs, etc.;
- **Information collected when you access the www.franceix.net website and the Customer Portal** (extranet «Tools»), such as user IDs and passwords to access the Customer Portal (encrypted password to protect the data), but also your IP address and, in the form of statistics, demographic data (language, country, city) and system data (web browser, operating system, service provider, screen resolution);
- **Connection logs** that correspond to the log files of our servers. The information contained in these logs may include your IP address, the type of browser used, the nature of the operating system used, the pages viewed, the dates and times of your visit to the site. These logs, collected by default by the software services used, are only used by France-IX in case of technical necessity (e. g. connection problem reported by a user).

Some personal data may also be collected, processed and stored by France-IX in the context of its relationships with persons providing products or services that may be of interest to France-IX.

3. Rights concerning your personal data

You have several rights relating to your personal data:

3.1. Right of access

You may ask us to provide you with your information we hold.

3.2. Right to rectification

If you cannot do this yourself on your Online Customer Portal, you may ask us to correct your information when it is inaccurate or incomplete, especially if the situation changes.

3.3. Right to object

You may object to the use of your personal data, in particular by asking us to stop receiving prospecting/direct marketing messages. You can do so by using the means indicated in article 4 below or by unsubscribing with the link provided at the bottom of our emails.

You may also ask us to stop, because of a legitimate interest, using your information by emphasizing «reasons taking into account your personal situation».

3.4. Right to withdraw consent

Once you have given us your consent to use your information for a specific purpose, you may decide to withdraw consent at any time, without affecting the lawfulness of processing based on consent before your withdrawal, and we will then stop using your information for that purpose.

3.5. Right to erasure (« right to be forgotten »)

You may ask us to delete your information or stop using it, especially when it is no longer needed.

We can only do this when possible: we will then inform you of the personal data that will be kept anyway (technical constraints, legal obligations, etc.).

3.6. Right to restriction of processing

You may ask us to temporarily freeze the use of some of your information (i.e. keep it but temporarily stop using it).

3.7. Right to data portability

You may ask us to collect, in an easily reusable form, the personal data you have provided to us under a contract or consent, in order to be able to transmit it directly from one controller to another, where technical feasible, or to transfer it to you.

3.8. Right to lodge a complaint

You have the right to lodge a complaint with a supervisory authority regarding the protection of personal data and privacy.

In France, the competent authority is the « Commission Nationale de l'Informatique et des Libertés (CNIL) », 3 Place de Fontenoy TSA 80715 - 75334 PARIS CEDEX 07 - Phone: +33 (0)1 53 73 73 22 22 - www.cnil.fr

If you prefer to contact a supervisory authority in another country of the European Union, it will have the possibility of coordinating with the French authority.

4. How to exercise your rights?

To ensure that your request is fully taken into consideration, you can exercise your rights by sending us a message via the «Personal Data Protection» form in the «Contact Us» tab of the website www.franceix.net.

To secure the processing of your personal data and prevent it from being processed inappropriately (in the event of identity theft, for example), a verification of your identity will be carried out by any means.

You can also contact our GDPR Contact using the following addresses:

- By post: France IX Services, Protection of personal data - 88 avenue des Ternes 75017 PARIS.
NB: To be considered, your request must be authenticated (for this purpose, your letter must therefore specify either your e-mail address or your postal address accompanied by any element or document allowing you to be identified with certainty).
- By email: dataprotection@franceix.net.

We will answer you as soon as possible, within a period not exceeding one month (do not hesitate to call us back on 01 86 95 38 80 if you do not have an answer after 3 weeks, to make sure that we have received your request). However:

- In particular cases related to the complexity and/or high number of requests to be managed: we will inform you within one month if we need additional time to answer, giving you the reason.
- In any event, the maximum time of answer may not exceed a total of three months.

5. Purposes of the processing operations

The purposes of the processing operations for which the personal data are intended are as follows:

- (i) identification of the various France-IX contacts within the customer's or supplier's company;
- (ii) delivery and/or implementation by France-IX of the services subscribed to by the customer;
- (iii) management of customer relationships and the services subscribed to;
- (iv) prospecting and/or sending information to customers and prospects;
- (v) organization of the General Meeting of the Association France IX.

6. Legal basis and limitation of processing purposes

We use the data we collect for the following purposes and under the following conditions:

Legal basis:

- Some processing operations have, as their legal basis, **the performance of the contract or pre-contractual measures**: for example, processing operations carried out for the purposes of negotiating and setting up the contract, contract management, order and invoice management, claims management and litigation;
- Some processing operations are based **on compliance with legal obligations**: for example, processing operations carried out for the purpose of complying with regulatory obligations (storage of SEPA mandates, etc.);
- Some processing operations have as their legal basis the legitimate interest: for example, processing carried out for:
 - do commercial prospecting, exclusively in connection with France-IX's activities (direct communication actions that can be carried out by any means, in particular by post, e-mail, fax, telephone calls, SMS, messages on social networks) or monitoring the relationship with prospects and customers:
 - For our customers, it may include newsletters, invitations to professional events, satisfaction surveys, participation in the vote at the annual general meeting of the Association France IX, quarterly technical reports, ...;
 - For our prospects, it can be appointments for the presentation of our services, newsletters, invitations to professional events, ...;

- information for our customers and prospects, particularly with regard to the networks connected to our platform and in each datacenter where France-IX is present: in this respect, there is a legitimate interest in informing our customers and prospects of the contact details of members connected to our infrastructures (name and logo of the company, contact e-mail address which may however be a generic address such as peering@xxxxxxxxxx) as well as of certain information (AS number allowing a customer to establish a peering on the exchange point, point of presence, capacity, interconnection policy, route server, IP and MAC addresses that identify the customer as a legal entity and not the individual) which are necessary for them to use the services proposed by France-IX;
- analysis of the use of France-IX services:
 - We may analyse the behaviour of France-IX customers (pages visited and content clicks, use of functionalities, search terms) in order to improve the content of the website **www.franceix.net** and the Customer Portal, to improve the relevance of our offer and the user experience, to offer our customers developments adapted to their needs;
 - In addition, we may punctually send surveys to all or part of our customers in order to understand better their use of the **www.franceix.net** website and the Customer Portal and help us to improve them. Participation in these surveys is optional, and we specify each time the objective of the survey, as well as the treatment that will be made with the collected data.

Purpose limitation: we do not carry out any further processing whose purposes are incompatible with the purposes described above.

7. Categories of recipients and transfer of your personal data

- France-IX employees may access your personal data for the purposes of their professional assignments and for the processing purposes described in this Privacy Statement. They undertake to respect the confidentiality of this data and to apply the internal security policy.
- Data may be transmitted to third party companies when necessary for the performance of services related to the processing purposes described in this Privacy Statement. For example, France-IX transmits customer information to the service provider in charge of technical support for the France-IX platform, for the purpose of managing the customer's file. France-IX undertakes to comply, with European regulations relating to the protection of personal data as provided for in the GDPR, including in its relations with its subcontractors.
- The personal data we process is not used for commercial purposes, whether for a fee or free of charge, by third party organisations.

- Data transfers of personal data to third countries or international organisations. We give as much priority as possible to the storage of your data within the European Union. For example, our servers are located within the European Union. However, we may use service providers who process the information we provide to them outside the European Union. When this happens, we ensure that the recipient provides appropriate safeguards to process your information with an acceptable level of protection in accordance with the requirements of the GDPR. We also use free or paid digital tools or services (for example for sending newsletters, satisfaction surveys, etc.), some of which may process data outside the European Union. For the use of these tools, which are important for our internal organization, we try to combine the choice of a high-performance technical solution with that of GDPR compliance and to favour suppliers who have a compliance approach to personal data protection and are convergent with the GDPR to be as privacy-friendly as possible.

8. How long your data will be kept

The length of time your information is kept depends on the nature of the data and the purposes for which we needed to collect it.

In general, we keep personal data as long as they are necessary for the purposes for which they are processed.

In particular, in accordance with the provisions of Article L 110-4 of the French Commercial Code, we keep your data for a period of 5 years from the end of your agreement. Beyond **this 5-year period**, we will delete your account and all associated data. Personal data relating to a non-customer prospect may be stored for a period of three years from the date of collection by the controller or the last contact made by the prospect (for example, a request for documentation or a click on a hypertext link contained in an e-mail). The information collected via the various forms in the «Contact Us» tab on the website www.franceix.net is deleted once it is no longer useful for processing the request or for any traceability or statistical purposes. This project is currently being implemented within our structure.

Nevertheless: :

- for legal obligations (e.g. invoicing management and account or customer contract management), we may retain certain information for a period of 10 years (e.g. for customer and supplier invoices, 10 years from the end of the financial year in accordance with the provisions of Article L 123-22 of the French Commercial Code);
- when you exercise your rights recognised by the regulations on the protection of personal data, proof of your identity is not kept once the identity verification has been carried out and validated.

9. Changes to this Privacy Statement

France-IX may change this Privacy Statement from time to time. The current version of the Privacy Statement will be available on www.franceix.net.