

# Privacy Policy

## 1. Purpose of the Privacy Policy

The purpose of this Privacy Policy is to inform visitors to the France IX Services websites <https://www.franceix.net/fr/>, <https://marketplace.franceix.net> and <https://portal.franceix.net> as well as customers, prospects and partners of France IX Services on how their personal data is collected, used, and protected.

## 2. What is the role of France IX Services?

In the context of the management of our website and the relationship with our customers, prospects and partners, we act as a data controller. As such, we decide why (purposes) and how (means) your data is collected and used.

## 3. How is your personal data collected?

- Directly via forms: We collect the Personal Data that you provide to us directly through forms: for example, when you subscribe to our newsletter, request information about our services, or participate in an event organized by France IX Services. This includes contact data such as surname/first name or email address, as well as any other information that you wish to bring to our attention (services which interest you, etc.) or data that you spontaneously communicate to us by contacting our teams or during our exchanges.
- Indirectly through business partners who may provide us with information about you, such as your contact information.
- Also, some of your data is collected automatically, through cookies. To find out more, see our [cookie policy](#).

## 4. For what purpose and for how long do we use your personal data?

The table below summarises all the processing operations for which France IX Services may use your personal data.

Treatment Name	Purposes	Legal basis	Data concerned	Storage period
<i>Website forms (contact, appointment booking, quote requests, etc.) and management of requests for information or customer support and assistance</i>	To process your request and provide you with the requested information or services.	Legitimate interest: to manage interactions with the public (customers and prospects) and to allow us to respond to requests addressed to us.	Identity data, Contact data, Data relating to professional life, Content of the request, Content of exchanges (emails, calls).	3 years from the last contact in an active base; and  Archiving for 5 years.
<i>Creation and management of customer accounts (Portal)</i>	To allow the management of your customer account, access to your various France-IX services, access ( <i>coming soon</i> ) to your purchase history and the management of your preferences.	Performance of a contract.	Identity data, Contact data, Preferences, Purchase history ( <i>coming soon</i> ).	Until the account is deleted or 3 years after the last activity.
<i>Analysis of subscription and service usage behaviors</i>	Analyze your interactions with France-IX to improve our offers and services.	Legitimate interest in improving our service offering and marketing.	Identity data, Contact data, Subscription data, Browsing history.	3 years from the last contact in an active base; and  Archiving for 5 years.
<i>Sending newsletters and commercial offers</i>	To keep you informed about our services, news and events via newsletters or targeted marketing communications.	Consent	Identity data, Email address, Marketing preferences, Interaction history.	Until the withdrawal of consent and a maximum of 3 years from the last contact.
<i>Recruitment</i>	Review and manage applications.  <b>(These purposes are implemented on the "Welcome to the Jungle" website - to which the <a href="http://www.franceix.net/fr/">www.franceix.net/fr/</a> website refers - in accordance with the privacy policy of the company publishing this website.)</b>	Pre-contractual measures,  Consent to keep resumes in a library (CV database).	All information contained in the resume, cover letter and correspondence exchanged with the applicant, including: <ul style="list-style-type: none"><li>• Identity data,</li><li>• Contact data,</li><li>• Data relating to professional life,</li><li>• Personal data.</li></ul>	In accordance with the privacy policy of the publisher "Welcome to the Jungle" ( <a href="https://www.welcometothejungle.com/fr/pages/privacy-policy">https://www.welcometothejungle.com/fr/pages/privacy-policy</a> ), the data relating to applications is anonymised within a maximum period of 2 years from its collection.  Before the expiry of this period, Welcome to the

				<p>Jungle may contact the data subject again to find out whether he or she wishes to set up an additional storage period, in which case the period indicated above will start to run again.</p> <p>At the end of this period and the effective closure of the data subject's account, his or her personal data will be anonymised. They will then be used exclusively for statistical purposes.</p>
<i>Order processing, delivery and service operation</i>	Ensure the processing of service orders and delivery, then operate the service, and manage the follow-up of any complaints.	Performance of a contract.	Identity data, Contact data, Order details, Service delivery information, Technical telecommunications data (log).	Duration of the contract and probationary archiving for 5 years.
<i>Event planning</i>	<p>Manage your registration for our events (webinars, trade shows, conferences), send invitations and collect your post-event feedback.</p> <p><b>Some purposes of the processing (sending invitations, tracking registrations, monitoring satisfaction) may be implemented via subcontractors (booking platforms used by France IX such as SurveyMonkey or HubSpot) in accordance with the privacy policy of the companies</b></p>	Legitimate interest in organising and promoting our events to a professional audience.	Identity data, Contact data, Data relating to registration and participation in events, Event Information.	<p>3 years after the event.</p> <p>The data collected by event booking platforms is kept for the period indicated in the privacy policy of these platforms.</p>

	that publish these websites.			
<i>Deposit of cookies (for more information, see the site's cookie policy)</i>	To ensure the operation of the website and its security,  Get statistics,  Deliver personalized ads.	For functional cookies: legitimate interest in offering online content, ensuring the proper functioning of the website and securing it.  Optional cookies: consent.	Browsing data,  Identification data of the equipment used to browse the website.	Tracer lifetime: 13 months; and  Data retention: maximum 25 months.
<i>Payment and invoicing</i>	Manage your payment processing, invoicing, and fraud prevention.	Performance of a contract, legal obligation.	Identity data,  Contact data,  Bank information,  Transaction history.	Duration of the contract and probationary archiving for 10 years.
<i>Rights Request Management</i>	Receive, respond to and document requests for rights.	Legal obligation: GDPR.	Identity data,  Contact data,  Content of the request.	Duration necessary to process the request; and  Archiving for 5 years.

## 5. Who is your personal data intended for?

The Personal Data collected may be communicated to the following categories of recipients, in compliance with the applicable regulations:

### Within France IX Services (internal recipients)

Your Personal Data is processed by authorized members of France IX Services' staff.

### Outside France IX Services (external recipients)

Several categories of third parties listed below may have access to your Personal Data. Only the Personal Data that is strictly necessary is transmitted to them.

- **Our service providers are involved in the delivery of services (NOC, service provider carrying out interventions in Dacacenter, etc.).**
- **Our marketing service providers (marketing agency, tools used to send targeted marketing communications or data analysis or segmentation of the prospect base, referencing management and solution for enriching and validating professional contacts) and cookie storage tools** (Matomo: <https://fr.matomo.org/privacy-policy/>).
- **Our event providers: tools used for registration and tracking of events you attend.**
- **Your data may be transmitted to our CRM (customer relationship management tool: Hubspot: <https://legal.hubspot.com/fr/privacy-policy>), to our email solution for the purpose of communicating with you (Gmail: <https://policies.google.com/privacy?hl=fr-CA>) and to our online file storage or sharing solution (Dropbox: <https://www.dropbox.com/fr/privacy>).**

We ensure that these subcontractors contractually commit to implementing a level of protection equivalent to ours and in accordance with the Regulation.

### **Special case of data sharing:**

France IX Services undertakes not to transmit your Personal Data to third parties unless:

- You have given your prior consent to the sharing of your Personal Data with these third parties,
- Sharing your Personal Data with these third parties is necessary for the provision of the requested services,
- A competent judicial or administrative authority requires that the Data be transmitted to it.

## **6. How your data is used by third-party platforms**

Our website may contain links to other websites over which we have no control. We encourage you to read the privacy policies of the websites and apps you may interact with.

## **7. Transfer outside the EU**

We prefer to store your Personal Data within the European Union as much as possible. 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 occurs, we ensure that the recipient offers appropriate guarantees to process your information with a level of protection that meets GDPR requirements (in particular, through the use of the European Commission's Standard Contractual Clauses, which the CNIL has recognized as ensuring an adequate level of protection for privacy and fundamental rights).

As part of our work organization (office automation tools, accounting software, etc.) or to manage exchanges with our prospects and customers (CRM, satisfaction surveys, etc.), we also use free or paid digital tools or services developed by American companies. The use of these tools is currently based on the new self-certification system for American entities implemented on July 10, 2023 (Data Privacy Framework).

We have verified that the organizations concerned (HubSpot, Oracle, Google and Dropbox) are on the list of certified organizations made available on the website of the United States Department of Commerce (<https://www.dataprivacyframework.gov/s/participant-search>). By making an annual and public commitment to adhere to this legal framework and to respect all its principles, these companies are considered to offer guarantees similar to those of the European Union.

Finally, in order to allow the transfer consisting of remote access of an employee based in a country located outside the European Union, we have ensured that this transfer is carried out with an adequate level of protection: this country benefits from an adequacy decision and is considered fully adequate by the European Commission.

## **8. What are your rights regarding your personal data?**

### **a) Right of access**

You can request and obtain information about the personal data we hold about you.

### **b) Right to rectification**

You have the right to request the correction of your inaccurate or incomplete personal data.

### **c) Right to erasure**

Also known as the "right to be forgotten", it allows you to request the deletion of your personal data unless the data must be retained:

- to comply with a legal obligation,
- for the establishment, exercise or defence of legal claims.

### **d) Right to restriction of processing**

This right allows you to request to limit the use of your personal data in certain circumstances:

- You have requested the rectification of your data, the processing may then be limited to the time it takes to verify the accuracy of your personal data;
- The processing is unlawful and you object to the erasure of your data (you request the restriction of their use instead);
- The data controller no longer needs your data for the purposes of the processing, but it is necessary for you to establish, exercise or defend a legal claim;
- You have objected to the processing and we will check whether our legitimate grounds prevail over your grounds.

### **e) Right to data portability**

You may receive your personal data in a structured, machine-readable format, in order to transfer it to another organization.

### **f) Right to object**

You have the right to object to the processing of your personal data on legitimate grounds, unless there are compelling legitimate grounds to continue processing.

Several processing of your personal data are subject to your consent. You can remove it at any time.

### **g) Right to make a complaint to the CNIL**

You also have the right to submit a complaint to the CNIL, the supervisory authority ([www.cnil.fr](http://www.cnil.fr)).

## **9. How to exercise your rights?**

### **a) Procedures for exercising rights**

You can submit your requests in the following ways:

- By mail to the following address: France IX Services, To the attention of the GDPR Referent, 18 rue La Boétie 75008 Paris
- Thanks to our form for [exercising rights](#)

### **b) Response time**

France IX Services has a period of one month to respond to you from the receipt of your request. This period may be extended by two months due to the complexity of your request and the number of requests made to us; in this case you will be informed.

## **10. Policy Changes**

This Privacy Policy may be subject to updates.

Date of last update: September 29, 2025.