

Privacy Policy

Updated 14 June 2020

The purpose of the FLAASH.ME Privacy Policy is to provide all information about the terms under which FLAASH.ME collects and processes the Personal Information of Users. The Privacy Policy is part of the GTCU and each term defined in the GTCU has the same meaning in the Privacy Policy.

By accessing and using FLAASH.ME, Users undertake to respect and be bound by this Privacy Policy, which can be changed or updated at any time without notice. Any modification will be posted on the Site.

I. Nature of Data Collected by FLAASH.ME

1.1. FLAASH.ME collects and processes data that Users voluntarily provide to access or use FLAASH.ME as well as data concerning the preferences of Users and traffic (such as IP addresses).

The purposes of this Data Processing are to enable Users to create an Account to access FLAASH.ME, to use the Software, to improve services in placing cookies on Users' devices and sending them commercial offers and marketing.

More precisely, FLAASH.ME processes Users data Data to enable Users to:

- Consult FLAASH.ME websites
- Create an Account to access and use the FLAASH.ME Software
- Register for online demonstrations, events or contests
- Download our online resources
- Improve services by placing cookies on users' devices
- Send you commercial and marketing offers

To open an Account, Users must provide FLAASH.ME with at least the following personal identification information to use the Software:

- Name
- Email
- Telephone number

Users can complete their profile with other Personal Data (their address, secondary telephone number, date of birth, the name of their customers or prospects, etc.).

FLAASH.ME will never collect or process sensitive Personal Data in accordance with GDPR regulations, for example regarding racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, health, etc.

1.2. FLAASH.ME also collects Data relating to the commercial relationship with its Users: history, subscribed Tools, billing and payment, participation in promotional offers, requests and incidents reported to the support service, etc.

1.3. FLAASH.ME automatically collects certain data during visits to the website <https://flaash.me/>. For example, information about the origin of the connection, the type and version of the user's Internet browser, the duration of connection, etc.

FLAASH.ME uses cookies for the Site and the Event And Customer Relationship Management Platform called FLAASH.ME. A cookie is a small text file sent by the website consulted by the User in their Internet browser or on the device used. It does not personally identify the User, but has the function of facilitating navigation (memorising technical choices, past activity) and proposing relevant offers and services. Their maximum life is 24 months.

The goal is to facilitate navigation, improve use, benefits and better understand the customer experience.

II. Use of Personal Data of Users

FLAASH.ME uses Personal Data only in the cases provided for by the regulations in force, which are:

- The execution of the service provision contract relating to the use of the FLAASH.ME Software and/or;
- Compliance with a legal obligation and/or;
- Your consent to process your Data
- Our legitimate interest in conducting prospecting or promotion operation concerning the FLAASH.ME Group, our products, promotions or the events we organize with the FLAASH.ME Group
- Of course, FLAASH.ME never uses personal data for marketing and commercial purposes without respecting the wishes of the data subjects who can always unsubscribe from these communications.

III. Processing of Personal Data

FLAASH.ME collects and processes Users' Personal Data in a fair and lawful manner and in compliance with the principles of European Regulation 2016/679 of 27 April 2016 (GDPR).

IV. Retention of Personal Data of Users

4.1 Security

FLAASH.ME makes every effort to prevent the loss, misappropriation, intrusion, unauthorised disclosure, alteration or destruction of Personal Data disclosed by Users.

- Therefore:
- The data is stored on shared servers, hosted within the infrastructure of OVH France.
- Access to Data is governed by a strict access control policy, reserved to authorised persons, under defined conditions.
- When FLAASH.ME uses subprocessors to process Personal Data, FLAASH.ME ensures that these subprocessors guarantee an equivalent level of security protection.

4.2. Term

FLAASH.ME retains Personal Data in accordance with legal provisions:

FLAASH.ME keeps the information relating to the management of the Customer Account, orders, billing, payments 10 years after the end of the contract or the last contact from the Inactive Customer;

FLAASH.ME keeps the information related to the creation and management of prospecting files 3 years from the collection of data or the last contact from the prospect;

FLAASH.ME keeps inactive Customer Data for the purpose of sending information about the commercial and marketing offers, within 3 years after the end of the business relationship.

FLAASH.ME has the obligation to keep, for one year, the Personal Data following the creation, modification, or removal of User Content:

- Login identification;
- The identification given by the terminal;
- Types of protocols;
- Nature of the operation;
- Date and time of the operation;
- Identification used by the author of the operation.

When the retention of the Data is no longer justified by the management of a Customer Account, a legal obligation or commercial requirements, and notwithstanding the exercise of the rights of deletion or modification, FLAASH.ME will delete the Data in a secure fashion.

4.3. Account Cancellation

Users may also request that their Account be deleted in accordance with the Terms. Their data will be deleted by FLAASH.ME without prejudice to Article 4.2 above.

V. Access to the Personal Data of Users

5.1. Access to Data by FLAASH.ME Employees

According to the purposes defined in Article 1, the customer service, support, administrative, accounting, technical, marketing and sales departments are likely to have access to Personal Data.

Access to your data is based on individual access permissions as specified in Article 4.1.

5.2. Data Transmission

FLAASH.ME can outsource the following services:

- Hosting
- Providers sending postal or digital mail
- Maintenance and technical development providers

VI. Transfer of Personal Data

FLAASH.ME retains Personal Data in the European Union.

If the Data collected by FLAASH.ME in connection with the Services were to be transferred, in a very marginal way, to subcontractors located in other countries, FLAASH.ME shall ensure that appropriate safeguards are provided to control any transfer of Personal Data.

FLAASH.ME may provide Users' Personal Data only if it is required by law or ordered by a French court.

VII. Communication from FLAASH.ME

7.1 FLAASH.ME can send emails to Users at the email address associated with their account for technical or administrative reasons or to inform the Users of the change of the services.

7.2 FLAASH.ME can also send Users SMS messages or emails containing commercial and marketing offers or concerning your participation in events, under the conditions of Article VIII. A deactivation link allows Users to unsubscribe at any time.

If you are unsubscribed from these communications you will nevertheless continue to receive the communication listed in Article 7.1.

VIII. Exercise of User Rights

In accordance with the French Data Protection Act and the European Regulation 2016/679 of 27 April 2016 (GDPR), in force on 25 May 2018, Users have the following rights concerning the processing:

- right of access
- right to rectification
- right to object
- right to erasure
- right to data portability
- right to restriction of processing

Users may exercise these rights by writing to FLAASH.ME at this mailing address :
hello@flaash.me

All requests must be justified and accompanied by a copy of a valid ID.

Users may also:

- modify their Personal Data directly from their Account, if they have one
- manage the receipt of promotional communications (not related to a transaction) by simply clicking on the "unsubscribe" link at the bottom of emails sent by FLAASH.ME
- manage the reception of SMS messages by sending a "STOP" text message