

Data Protection Policy

| CNIL Compliance Statement

Declaration of compliance with CNIL simplified standard No. 2149806 v0 dated February 6, 2018.

This document aims to define the methods for implementing personal data processing carried out by Artedas Europe in the context of managing its customers and prospects.

Artedas Europe undertakes to comply with the provisions of French Law No. 78-17 of January 6, 1978, as amended, relating to data protection, files, and freedoms, as well as Regulation (EU) 2016/679 of April 27, 2016 (GDPR), regarding the automated processing of personal data.

| Purposes of Personal Data Collection

Artedas Europe collects personal data for the following purposes, in accordance with the French Consumer Code:

- Managing customer orders and software assets,
- Archiving technical support requests,
- Monitoring training attendance and evaluations,
- Providing personalized services on the Premium Area (after authentication),
- Tracking prospects,
- Sending commercial and/or technical information by post or electronic means.

Artedas Europe does not record telephone communications.

| Legal Basis for Processing

The processing operations carried out by Artedas Europe are necessary for the management and follow-up of its customer relationships.

| Customer Registration

To manage orders, acquired software, support requests, or participation in training sessions, Artedas Europe requires each customer to provide certain personal information (name, first name, email address, phone number, etc.).

In accordance with Articles 38 and following of Law No. 78-17 of January 6, 1978, customers have the right to object to, access, and rectify their personal data at any time.

These data are only accessible to authorized personnel of Artedas Europe.

In data collection forms, customers are informed of:

- The identity of the data controller,
- Their rights,
- The recipients of the data,
- The purpose of the processing.

As the data controller, Artedas Europe takes all necessary precautions to ensure the security and confidentiality of the data, and to prevent any alteration, damage, or unauthorized access.

Artedas Europe does not use subcontractors with access to personal data and does not transfer, sell, rent, or otherwise monetize the personal data of its customers.

| Transmission of Reports to Authorities

- In the event of repeated receipt of unsolicited emails or telephone calls despite a prior objection, the data subject may file a report with the competent consumer protection authorities.
- Artedas Europe will forward such reports to the relevant authorities when applicable.

| Exercise of Rights

Any person registered with Artedas Europe may exercise their rights of access, rectification, and objection to the processing of their data, in accordance with Articles 38 to 40 of the French Data Protection Act of January 6, 1978.

Requests should be addressed by post to:

- Artedas Europe – 1 bis, avenue Foch, 94100 Saint-Maur-des-Fossés, France;

and must include sufficient identifying information (e.g. name, telephone number concerned) and specify the subject of the request as well as the preferred reply address.

Artedas Europe undertakes to respond within three working days.

Any person may also file a complaint with the competent supervisory authority (the CNIL in France or the equivalent authority within the European Union).

| Data Retention Periods

In accordance with Law No. 78-17 of January 6, 1978 (Article 6, §5) and GDPR (Article 5, §e), personal data are retained only for as long as necessary for the purposes for which they were collected.

Artedas Europe applies the following retention rules:

- Customers: data are kept permanently as long as the customer owns products with maintenance not exceeding 10 years, has placed an order, requested support, or attended a training session within the past 10 years. After this period, data are anonymized (name replaced with "Anonymous", deletion of first name, email address, and phone/fax numbers).
- Prospects: data retained for 5 years, then deleted.
- Online forms: data retained for 2 years, then deleted.
- Supporting documents (purchase orders, delivery notes, invoices, electronic contracts): retained for 10 years from the close of the fiscal year, in accordance with Article L.123-22 of the French Commercial Code.

| Cookies

Cookies (or connection tokens) are small text files stored on your device's hard drive by the Artedas Europe web server.

Some cookies are required to access specific functionalities, such as the Premium Area. Others are used to compile browsing statistics.

Under no circumstances are cookies used for advertising purposes.

The use of cookies is never mandatory. You may refuse their storage by configuring your browser settings accordingly.

| Data Protection Officer (DPO)

Artedas Europe has appointed a Data Protection Officer responsible for ensuring that all data processing activities comply with applicable regulations.

For contact details or further information, please write to us via the contact form on our website or by email at info@artedas.eu.

Artedas Europe, 1 bis, avenue Foch, 94100 Saint-Maur, France – Tel: +33 (0)1 77 01 82 90 – info@artedas.eu – www.artedas.eu