

Privacy and Data Protection Policy

PURPOSE AND SCOPE OF THIS POLICY

This policy reflects the new requirements of the European Union's General Data Protection Regulation (GDPR) which entered into force on 25 May 2018, namely:

- Increased transparency on how WeMaintain uses the Data;
- Better accessibility of information about your rights and WeMaintain's obligations in terms of Data protection;

This policy complements the Terms of Use and the Maintenance Contract.

WeMaintain applies a strict policy to guarantee the protection of the Data, as well :

- WeMaintain does not sell the Data to third parties.
- WeMaintain ensures that the Data is always secure.

The following terms whose first letter is capitalized in the Policy shall have the meaning indicated below:

- "Unit" - means any installation such as a lift, freight lift or passenger lift within a Building.
- "Data" - means any data collected by WeMaintain on the Site.
- "General Data Protection Regulation policy" - means this General Data Protection Regulation policy.
- "Service" - refers to any maintenance, installation, repair or work on a Unit.
- "Profile" - refers to the dedicated and individualised digital space of the registered User on the WeMaintain Site, which allows, in particular, the management of Buildings, the management of Maintenance Requests and access to Information Reports.
 - "Services" - refers to all the services offered by WeMaintain on the WeMaintain Site, such as the Profile, the online signature of the Maintenance Contract, or the monitoring and information tools on the Services.
- "Site" - refers to the WeMaintain website accessible at www.wemaintain.com.
- "User" - refers to any person whose Profile is validated by WeMaintain and who can therefore connect to the Platform.
- "Visitor" - refers to any person visiting the Site without being a User.

THE DATA THAT WEMAINTEIN COLLECTS

a. Access to the Website

When a Visitor visits the Website, WeMaintain collects:

- the IP address of the device;
- the browser used by the device;
- the content and URLs the Visitor has accessed;
- the dates and times of access.

When a Visitor goes on the Site using a mobile phone, WeMaintain collects in particular the following data:

- the type of device and the manufacturer of the mobile device;
- the operating system used by the mobile device (iOS, Android).

b. Data request

WeMaintain uses on its Site the services of Typeform. These allow Visitors who are engineers to fill in Personal Data when contacting WeMaintain. The Visitor who is an engineer can thus provide this information:

- first and last name;
- telephone number;
- e-mail address;
- information relating to his experience in the lift industry (years of experience, current company).

WeMaintain uses the services of Intercom on its Site. Via the Intercom chatbot, any Visitor can ask questions to the WeMaintain team and provide professional contact details (first and last name, telephone number and email address).

This information and Data is used to contact the Visitor.

c. Registration

In order to benefit from Services, the Visitor must become a User (i.e. be authorised by WeMaintain to connect to the Platform). When registering, the following Data is requested:

- First name
- Last Name
- Gender
- Role in society
- Email address
- Phone number
- Company identification data (Company name, Type: Agency or Headquarters, Company address, Additional information deemed necessary, City and postcode, Country).

d. Data of the Units

In order to benefit from WeMaintain's Services, information on the location of the Units on which the User wishes to receive a commercial proposal from WeMaintain and/or maintenance services will be obligatorily requested.

WHY WEMAINTEIN COLLECTS AND PROCESSES THESE DATA

a. Contribution of services

WeMaintain processes these Data in order to provide the Services or Pre-visits, in particular to:

- verify the identity of the User;
- allow communication with the other parties;
- send messages to the extent necessary for the Services or Forecast ;
- provide an overview of the Services on the Platform;
- be able to offer the use of the Site without technical errors and to detect and correct any errors;
- inform about the evolution of the Services that WeMaintain may offer;
- refine marketing in order to better target campaigns.

b. Protection of WeMaintain's interests

WeMaintain also processes Data to protect the legitimate interests of WeMaintain and/or the following third parties :

- Dispute resolution, claims, claims management.
- Prevention, investigation and pursuit of illegal activities, in particular cases of fraud.
- Guarantee of the security of the Platform's system, protection of the Data stored by WeMaintain, detection of cyber attacks or other disturbances of the Platform's integrity.

DATA SECURITY

a. Data storage

The data that WeMaintain collects are stored on the servers of its provider Amazon Web Services, which guarantees a high level of security. WeMaintain takes all the technical and organizational security measures necessary to protect against the loss, access, alteration, unauthorized disclosure and destruction of these Data.

b. Transmission to third parties by WeMaintain

For the purposes of the Services, WeMaintain may transfer some of the personal data to subcontractors also bound by confidentiality obligations. Access to these Data is limited to the persons for whom these Data are absolutely necessary for the purposes described in the present Privacy Policy. These persons are obliged to comply with the applicable Data protection laws.

c. Duration of storage

WeMaintain keeps the Data only for the time necessary for the pursued purposes.

EXTERNAL SERVICE PROVIDERS

WeMaintain may call upon external IT service providers to provide certain services, which carry out certain Data processing on its behalf and on its instructions.

WeMaintain selects the subcontractors with the greatest care, in accordance with the Data protection laws.

The external IT service providers that WeMaintain has mandated may have access to certain Data, but can only use them to carry out the processing of the transferred Data, and not for other purposes.

Some of these service providers may be located in countries outside the EU/EEA which do not ensure a level of Data protection deemed appropriate in the EU/EEA. However, WeMaintain continuously monitors compliance with its instructions, the contractual agreements with the subcontractor and the guarantee of the levels of Data protection.

USERS' RIGHTS

In accordance with the applicable regulations, the User has rights attached to his personal data.

Right of access: the User has the right to receive a copy of all the personal data held by WeMaintain.

Right of portability: the User may receive data concerning him/her for transmission to a third party.

Right of correction: the User can ask for the correction of personal data if they are incomplete or erroneous.

Right of deletion: The User may request the deletion of personal data when WeMaintain no longer has a legitimate interest in holding them.

Exercise of these rights:

The User may exercise one of the following rights by sending a request to victoire@WeMaintain.com, indicating his or her request and providing proof of identity. Requests of this type are processed within one month. To this end, WeMaintain may request additional information or documents.

CONTACT WEMAINTEIN

If any Visitor or User wishes to update the information concerning him or wishes to ask any question on this subject, WeMaintain can be contacted at the following address:

- Postal address: 20 bis, rue Louis Philippe, 92 200 Neuilly-sur-Seine, France.
- E-mail address :victoire@WeMaintain.com