

Privacy Policy

Telnet Holding attaches great importance to the privacy of its stakeholders. Personal information is treated with the utmost care and confidentiality. The data you provide us is only used to send you information about Telnet products and services. In addition, the contact details will also be used to maintain our customer relationship management database.

We follow the applicable data protection regulations, such as the General Data Protection Regulation 2016/679 (GDPR) and national data protection legislation. These regulations relate to the protection of your personal data and give you rights regarding your personal data.

The purpose of this policy is to specify what personal data we collect, how we use your data when you interact with Telnet teams of its subsidiaries and to assure you that your personal data will be treated correctly.

Telnet is committed to handling and protecting your data with the utmost care. Telnet is committed to securing your personal data as best as possible through secure servers, firewalls and other technical and organizational measures (such as limited access to data).

1 COLLECTION AND PROCESSING OF DATA:

The processing of data is based on a number of legitimate interests. However, we constantly ensure that the balance between our legitimate interests and their possible impact on your privacy is not disturbed. We process this data on the basis of your explicit consent or for the performance of an existing or future contract between us. If you still wish to object to this processing, you can exercise your right of objection, as mentioned below. We process personal data in the following situations:

1.1 In the context of commercial relations

We must provide processing as part of a legal obligation. When our customers or prospects ask us to carry out one of our services, we collect all the data necessary to:

- Preparation of legal documents (quote, invoice, contract, etc.): name of the entity, first and last name of the legal representative or contact person for the file, telephone number and email address;
- The performance of the ordered service: First and last name of the users concerned and access codes of these users (for our support services), IP address, etc.;
- Upon payment of service: bank identity statement

1.2 In the context of prospecting relationships

We collect personal data from our prospects through our exchanges: The data collected are therefore: name of the entity and the person concerned, telephone number and e-mail address.

1.3 In the context of human resources management

We collect personal data from our employees.

- From our candidates: identification data and contact details (name, first name, gender, email address, telephone number, photo, CV, etc.);

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- From our employees: identification data and contact details (name, first name, gender, email address, telephone number, photo, CV, diploma, copy of identity card, etc.).

2 DATA SHARING

All the data we have is not shared. If necessary, where we are required to share your data, this is done exclusively with your consent.

3 STORAGE OF YOUR DATA

All the data we have is stored in different processes. This data is secured via limited access or even encoded when necessary.

Telnet retains your personal data for the time necessary to successfully complete the purpose for which they are processed. We retain customers' personal data for a period of 10 years after the end of the customer relationship or in accordance with legal requirements (e.g. accounting or tax obligations).

4 YOUR RIGHTS AND CONSENT TO THIS DATA

You retain all of your rights over your data. You can send us a message if you need more information or wish to exercise your rights.

At any time, you can:

- Obtain rectification of your personal data
- Obtain a copy of your personal data
- Object to any use of your personal data for marketing purposes

Depending on the circumstances, you can:

- Withdraw your consent where any of our uses are based on it
- Object for a reason relating to your situation to any use based on our legitimate interest or a public interest
- Request transmission to any person of your personal data when we hold them on the basis of a contract or your consent (right to portability)
- Ask us to keep your personal data without using it in the event of inaccuracy, illegality, when we examine your request for opposition or if you need this data for legal purposes
- Ask us to delete your personal data when it is no longer necessary, when you have withdrawn your consent or objected to its use.

If you have any questions, would like information on the processing of your personal data or wish to exercise your rights, you can send your requests by e-mail to dpo@groupe-telnet.net.