

PRIVACY POLICY

The goal of the following Privacy Policy is to inform the Client of the conditions according to which the Supplier collects and processes Client Personal Data (hereafter referred to as “Personal Data” or “Data”). The following Privacy Policy defines the scope within which said Data can be used and the measures implemented to protect user data.

This Privacy Policy is applicable to all Client Personal Data collected by the Supplier. Personal Data means any information relating to an identified or identifiable natural person.

“Subscription”: refers to the process by which the Client pays a recurring sum to the Supplier in exchange for using the Solution.

”Administrator”: refers to the person designated by the Client to operate the Solution in accordance with its needs.

“Communication Banner”: refers to a .JPEG or .PNG picture of any size up to 1024 kb.

“Client”: refers to the natural person or the legal entity subscribing to Signitic to address its professional needs. A Client can either be an Administrator or a User of the Solution. By subscribing to the Solution, the Client acknowledges having read and accepted the Terms & Conditions of Service.

“Account”: refers to the unique interface allowing the Administrator to automate email signature management.

“Content”: refers to all the visual elements which are the intellectual property of the Client, and all written elements added by the Administrator within the Solution.

“Supplier”: Signitic, represented by Shift Consulting offers the Solution as a Software as a Service (SaaS). The client can access the Solution through a web browser in exchange of the payment of an yearly or monthly subscription.

“Party”: refers to one of the contracting parties (Client or Supplier).

“Parties”: refers to both the Client and the Supplier collectively.

”Users”: refers to the employees, collaborators and/or anyone acting on behalf of the Client using the Solution as set up by the Administrator.

Personal Data collected

All Personal Data collected come from the following sources:

- Sign up forms filled in through the Account;
- Users uploaded by the Account Administrator.

In order to meet the obligations listed within the Terms & Conditions of Service or due to legal reasons, the Supplier may have to collect Client Data. By declining to communicate Data to the

Supplier, the Client acknowledges the fact that this could compromise both the Supplier's ability to meet its contractual obligations and the use of the Solution itself.

Given that customization is the key element of the Solution, since it stores and uses Client Data in order to generate harmonized email signatures for several Users, The Supplier can not meet its contractual obligations if no Personal Data is supplied by the Client.

Origin of Client Personal Data

The Supplier can collect, use, store and transfer different types of Client Personal Data.

Data are grouped as such:

- On sign up: email address, first name, last name;
- When adding Users to an Account: first name, last name, email address, mobile phone number, telephone number, department;
- **Identity Data**: first name, last name, user name, email address, title, phone number, department;
- **Contact Data**: company name, registered name, billing address, delivery address, email address and phone numbers;
- **Financial Data**: bank account details (used exclusively for the purpose of payment processing);
- **Transactional Data**: details of payments made from and towards the Client Account;
- **Technical Data**: traffic data, browser name and version, timezone settings, operating system and other information regarding the means by which the Client accesses the Signitic website;
- **Profile Data**: login and password, purchases/orders made (Client interests and preferences, Client feedback and survey answers);
- **Usage Data**: information regarding the way the Client uses the website;
- **Marketing and Communication Data**: Client marketing and communication preferences.

The Supplier does not collect any personal data belonging to the following categories:

racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, processing of generic data, biometric data for the purpose of uniquely identifying a natural person, health, sex life or sexual orientation.

The Administrator must have obtained the express agreement of a natural person before uploading their Personal User Data to the Account. The Client is solely liable for any complaint filed by a User on that matter.

Other Data collected

In order to improve the website and the solution, the Supplier analyzes the traffic generated by www.signitic.fr, www.signitic.com and <https://signitic.app> using Google Analytics. **The Supplier does not sell the Client's Personal Data.** Those are used exclusively to optimize the website and the Solution.

Client Personal Data Use

The Supplier uses Personal Data in order to:

- Meet its contractual obligations as listed in the Terms & Conditions of Service, including but not limited to operate and maintain the Solution;
- Manage requests and answer potential questions;
- Meet legal requirements, If requested by law enforcement, a judicial body or other government agency, as part of a valid legal procedure;
- Inform the Client of new offers;
- Inform the Client of new functionalities;
- Contact the Client when conducting polls;
- Contact the Client when conducting satisfaction surveys;
- Personalize its marketing campaign and deliver relevant content to the Client.

Your rights regarding your Personal Data

The Client can exercise several rights on its Personal Data, including:

- Accessing, modifying and deleting its Personal Data;
- Limiting or refusing the use of its Personal Data;
- Getting all or part of its Personal Data in an electronic format that can be transferred to a third party.

The Administrator can contact the Supplier to get some information and/or exercise its rights by sending an email at **hello@signitic.app**. The Administrator can contact the Supplier to inform it of its will to modify or delete the Account. Whatever the request, the Supplier will contact the Administrator back to assist them to the best of its abilities.

Users must contact the Administrator for any request regarding their Personal Data. If and only if the Administrator proves unable to answer their requests, they should contact the Supplier directly at **hello@signitic.app**.

Data Sharing

Personal Data of the Administrator or of the company can be shared with third parties in the following cases:

- When the Supplier collaborates with third parties in order to:
 - (i) Manage secure payments;
 - (ii) Maintain the Solution;
 - (iii) Optimize the Solution;
 - (iv) Have the ability to communicate Client Data:
 - If requested by law enforcement, a judicial body or other government agency, as part of a valid legal procedure;
 - If necessary to protect the Client's rights, those of a third party or in order to meet legal requirements;
 - If a third party were to purchase the Solution from Signitic, in which case the Supplier will oversee the transfer of Data and the requirements regarding Data protection towards the new owner of the Solution. If this were to happen, the Supplier would do its best to inform the Client within the legal time frame.

Data Safety and Storing

The Solution is hosted in France. Client Personal Data are stored on a French server ([Gandi](#)) complying with the GDPR. Click on the following link to consult their Personal Data Policy: https://contract.gandi.net/v5/contracts/36637/Privacy_Policy_FR_1.1_en.pdf.

When the Client fills in the Sign up form, its Personal Data are sent and stored on the web hosting service Gandi and on the email service provider Google.

The processing, securing and deletion of Data communicated by the Client to its email provider does not incomb to the Supplier. The Supplier recommends that the Client reads thoroughly the Privacy Policy of its email provider: ([Office 365](#) / [G Suite](#)).

Client Data will automatically be deleted from the Gandi web hosting service within one (1) month after the expiration date of the subscription, and can be deleted immediately if the Client expressly requests it. An exception is made for Financial Data, which will be stored for a maximum of 10 years, in accordance with the applicable accounting standards.

The Supplier does its best to ensure that Client Data are securely stored, with respect to their integrity and confidentiality. The Supplier continually monitors its systems in order to detect any potential security weakness and to guarantee Client Data security. The Supplier cannot guarantee that Data will not be made available, altered or shared if the security measures put in place by the Supplier were to be breached.

The Supplier stores Personal Data for the time needed to fulfill its contractual obligations, as well as during the exchanges with the Client.

Personal Data are deleted when not needed anymore to fulfill the points mentioned above.

Contact Us

The Supplier's Data Protection Office (DPO), based in Lyon, France, is responsible of Data collected and processed. For any question regarding the ways in which those Data have been or are being used, please contact us hello@signitic.app in accordance with the above mentioned conditions.

The Client can also contact the person responsible of Data processing by sending an email at the following email addresses: hello@signitic.app and dpo@shift.fr.

The Supplier hereby makes the commitment to exchange with the Client to respond to its requests to the best of its abilities and to avoid litigation from occurring regarding the use of Client Personal Data. If the Client is unsatisfied with the Supplier's response, the Client can directly contact the CNIL.

Changes to the Privacy Policy

This Privacy Policy can be modified at any point. If impactful changes were to be made regarding the means by which the Supplier collects and/or uses Personal Data, the Supplier will inform the Client of said changes in so that the Client could exercise its rights.