

PRIVACY POLICY FOR ORANGE BUSINESS SERVICES CORPORATE CUSTOMERS AND PROSPECTS

Introduction

Welcome to Orange Business Services' privacy policy for its corporate and public organisation customers and prospects, their representatives and end-users.

Orange Business Services provides a range of solutions tailored to its customers' industries and requirements, to enable its customers to meet their business objectives. In doing so, Orange Business Services processes certain Customer Personal Data (as defined in section 1).

Orange Business Services is committed to protect Customer Personal Data in accordance with applicable data protection and information security laws, including but not limited to the EU General Data Protection Regulation 2016/679, as nationally implemented, supplemented and amended from time to time (the "GDPR"), the EU ePrivacy legislation, and various national privacy laws.

Orange Business Services is made up of different legal entities in different countries. This privacy policy is issued on behalf of all the Orange Business Services entities.

This privacy policy tells you how the Orange Business Services entities ("**Orange Business Services**", "**we**", "**us**" or "**our**") use and protect Customer Personal Data, and provides information about the rights that relevant individuals have in respect of their Customer Personal Data that Orange Business Services processes.

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1. Definitions

Controller	has the meaning set out in the GDPR; in short, it is the company that (alone or jointly with others) determines the purposes and means of the processing of Personal Data
Customer	a customer or potential customer of Orange Business Services who is a business, enterprise or other organization, to the exclusion of natural persons and SOHOs
Customer Personal Data	(a) Personal Data that we collect from Customer representatives during our relationship with Customers, such as when Customers approach us to ask about our services, or when we communicate with Customers during the provision of our services (“Customer Representative Personal Data”); and (b) Personal Data that relates to End Users provided to us by Customers or generated by us in connection with the services that we provide to Customers (“End User Personal Data”)
Customer Representative	a natural person authorized to represent a Customer
End User	the natural persons who are the users of the solutions that we implement for Customers, such as for example Customer employees or clients
Personal Data	any information relating to an identified or identifiable natural person
Processor	has the meaning set out in the GDPR; in short, it is the company that processes Personal Data on behalf of the Controller

2. The scope of this privacy policy

What information does this privacy policy relate to?

This privacy policy applies to Customer Personal Data that Orange Business Services processes in connection with services offered to Customers. This privacy policy describes our general Personal Data protection framework and does not change the content of any individual contract signed with our Customers.

This privacy policy does not apply to the Personal Data of natural persons who are contracting directly with Orange Business Services for the provision of a service such as natural persons who subscribe directly a mobile internet access service from Orange Business Services. The privacy policy of Orange Business Services in respect of the Personal Data of customers who are natural persons is provided together with the terms of use pursuant to which Orange Business Services provide the service.

Our services are not intended for use by children, and we do not knowingly collect Personal Data relating to children.

The importance of reading this privacy policy, and keeping us updated

It is important that you read this privacy policy together with any other privacy policy or related information we may provide on specific occasions, so that you are fully aware of how and why we use Customer Personal Data. This privacy policy supplements other notices and privacy policies and is not intended to override them.

It is important that all Customer Personal Data that we hold is accurate and current. Please keep us informed if you become aware that any Customer Personal Data has changed during your relationship with us.

Third-party links

Our website www.orange-business.com may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share Personal Data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, please read the privacy policy of the other websites that you visit.

Changes to this privacy policy

We keep our privacy policy under regular review. This version was last updated in October 2019.

3. Who we are and our contact information

Controller

An Orange Business Services entity acts as a Controller in respect of all Customer Personal Data collected or generated by Orange Business Services for its own purposes, independently of its Customers' requirement and for which the Orange Business Services entity solely determines the means of the processing outside of the contractual documentation agreed with the Customer.

- Each Orange Business Services entity operating as an electronic communications service or network provider and each third-party electronic communications service or network provider interconnected with an Orange Business Services entity may act as a Controller in respect of:
- End Users electronic communications metadata we process in order to build, operate and secure the Orange Business Services network;
- End Users electronic communications metadata we process in order to transmit their electronic communications and, as regards voice communications, the Call Detail Records (CDRs) we process to produce the traffic details required for the invoice;
- End User Personal Data we process to perform activities that applicable law requires electronic communications providers to undertake, such as monitoring for intrusion / fraud detection / security weaknesses and dealing with requests from law enforcement, security or regulatory authorities.

The Orange Business Services entity engaging with you may act as a Controller in respect of Customer Representative Personal Data, in relation to any Orange Business Services sales or marketing activities, surveys, customer satisfaction or service improvement programs, events invitation and management activities that involve such Customer Representative Personal Data.

Orange S.A. (Orange Business Services division) is the Controller in respect of the Personal Data of Customers Representatives processed through our website www.orange-business.com. The Controller of any other public website we maintain from time to time is the Orange Business Services entity identified as the editor on the relevant website.

Orange Business Services may act as Controller in respect of Customer Data for data analysis for its own purposes.

For further details on our processing activities as Controller and the type of Personal Data processed, please see section 5.

Processor

The Orange Business Services entity you contract with as a Customer acts as a Processor in respect of all Customer Personal Data collected or generated by Orange Business Services in order to provide its services to the Customer, on its instructions, and not for any other purpose.

Each Orange Business Services Customer defines the purpose of the processing of the Customer Personal Data by specifying the services it procures from Orange Business Services entities and its end-users to which the service must be provided. The means of the processing are described in the contractual documentation agreed by Customer and the Orange Business Services entity.

For further details on our processing activities and the type of Personal Data processed, please see section 5.

Transfer amongst Orange Business Services entities as Controller or Processor

An Orange Business Services entity may transfer Customer Personal Data to other Orange Business Services entities inside or outside of the European Union (“EU”).

Data protection officer

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy policy. For requests to exercise your rights, please refer to section 10.

Contact details

Email: obs.dpo@orange.com

Post: Orange Business Services Global Data Protection Officer, Orange Business Services, 3 Avenue du Bourget – 1140 Brussels – Belgium

Or; for enquiries relating to France only:

Email: obs.francedpo@orange.com

Post: A l'attention de la Déléguée à la Protection des Données Personnelles, Orange Business Services SA, 1 Place des Droits de l'Homme, TSA 20005, 93579 LA PLAINE ST DENIS CEDEX.

Or; for enquiries relating to Hungary only:

Email: obs.hungarydpo@orange.com

4. What Customer Personal Data may we collect?

We may collect, use, store and transfer different kinds of Customer Personal Data which we have categorised in the table below.

Category	Personal Data in category
Billing Data	the consumption data that Orange Business Services collects from services that it provides to its Customers in order to calculate charging and billing information, to the extent related to natural persons
Contact Data	first name, last name, email address, address and telephone numbers, job role within the Customer
CRM Data	Customer Representative or End User service ticket information, Customer Representative or End User telephone recordings for incident

Identity Data	first name, last name, honorific (e.g. Ms, Mr. Dr.,...), username or similar identifier, password, ID document / number
Location Data	geographic location, device location, SIM card location for mobile services
Marketing and Communications Data	preferences in receiving marketing from us and our third parties and communication preferences
Profile Data	interest, preferences, comments, questions, feedback and survey responses
Technical Data	internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices natural persons use to access areas of our website
Traffic / Connection Data	data revealing a communication's origin, destination, route, format, size, time duration, IP address, time zone setting, MAC address
Hosted Data	Any categories of Customer Personal Data that may be recorded or stored (such as voicemails, call recordings, files) by Customer and which is hosted on the infrastructure provided by Orange Business Services
Usage Data	information about how End Users use our products and services and natural persons use our website
Visual Data	Photographs and other visual records we take during Orange Business Services or third party events or that we process based on your consent

Aggregated / anonymised data

We also collect, use and share aggregated and anonymised information such as statistical or demographic information. Aggregated or anonymised data could be based on Customer Personal Data but is not legally considered to be Personal Data. For example, we may aggregate or anonymise Usage Data to calculate the percentage of users accessing a specific function on our website. If we combine or link aggregated or anonymised data with any Customer Personal Data so that it can identify an individual, we treat the combined data as Personal Data which will be used in accordance with this privacy policy.

Special categories of Personal Data

We may process special categories of Personal Data (information revealing race or ethnicity, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health data or data concerning sex life or sexual orientation) relating to Customers or End Users as Processor, but only if it is contained in Hosted Data. However we do not collect it for our own purposes and we are not aware of when we are processing such Personal Data (except in the framework of hosting services in the health sector pursuant to specific accreditations).

5. How do we use Customer Personal Data as Processor and Controller?

The table below shows the ways that we use Customer Personal Data for which we are Controller and our legal bases for doing so (including a description of our legitimate interests), as well as the ways that we use Customer Personal Data for which we are Processor.

Further information on Customer Personal Data which we process as Processor will be contained in our contract with you.

Customer Personal Data for which we are Controller		
Our Activity	Types of Personal Data processed	Our lawful basis for processing
Build, operate and secure our network	Traffic / Connection Data	<ul style="list-style-type: none"> Necessary for our legitimate interests (to assess the amount of data moving across our network at a given point in time, to manage such data) Necessary to comply with legal obligations (to prevent or detect fraud)
Generate voice traffic details required for an invoice	Traffic / Connection Data Billing Data	<ul style="list-style-type: none"> Legal obligation (electronic communications regulation and e-privacy regulation)
To assist national law enforcement / security agencies, to respond to requests from public, governmental and regulatory authorities, to comply with court orders, litigation procedures and other legal processes	All	<ul style="list-style-type: none"> Necessary to comply with legal obligations we may have under applicable laws (for example to provide lawful intercept and/or data retention by national law enforcement / security agencies)
To, complete a survey, provide customer satisfaction feedback, take part in service improvement programs, and attend any events that we organise	Identity Data Contact Data Profile Data Usage Data Marketing and Communications Data Visual Data	<ul style="list-style-type: none"> Necessary for our legitimate interests (to study how Customers use our products/services, to try to increase and improve interaction with Customers, to find out how we can improve our services, and to develop and grow our business, to communicate about our events)
To make suggestions and recommendations to you about goods or services that may be of interest to you	Identity Data Contact Data Profile Data Usage Data Marketing and Communications Data	<ul style="list-style-type: none"> Necessary for our legitimate interests (to develop our products/services, grow our business and maintain our Customer relationships) Consent where required

Customer Personal Data for which we are Controller		
Our Activity	Types of Personal Data processed	Our lawful basis for processing
To administer and protect our business and our websites	Contact Data	<ul style="list-style-type: none"> Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) Necessary to comply with a legal obligation
To provide access to you, as an individual, to on-line portals for your own individual usage management;	Identity Data Contact Data Technical Data Profile Data	<ul style="list-style-type: none"> Necessary for the legitimate interests of your organisation, our Customer, to provide you with this feature to improve and facilitate your use of the service; Necessary with our legitimate interests to study how you use our service, to try to improve interaction with you, to find out how we can improve our services, and to develop and grow our business
To use data analytics to improve: our website, products/services, marketing or Customer relationships and experiences	Depending on the activity, certain: Contact Data CRM Data Profile Data Marketing and Communications Data Technical Data Usage Data	<ul style="list-style-type: none"> Necessary for our legitimate interests to manage or improve/develop our products, services, offers, marketing strategy, keep our websites updated and relevant

Customer Personal Data for which we are Processor	
Our Activity	Types of Personal Data processed
Customer contract management	Identity Data Contact Data
Customer ordering and billing	Identity Data Billing Data Contact Data Traffic Data
Delivering, activating and implementing changes to services requested by the Customer (including intrusion detection and monitoring services ordered by Customer)	Identity Data Contact Data CRM Data Profile Data Hosted Data
Incident management (troubleshooting, resolution and reporting) related to a specific Customer	Identity Data Contact Data CRM Data Profile Data Hosted Data
Providing reports to Customer on billing, usage, quality of service and other reports required by the Customer	Identity Data Contact Data Billing Data CRM Data Traffic Data Profile Data Location Data Hosted Data
Providing access to Customer portals, on-line tools and other applications managed by Orange Business Services for the provision of services to its Customers (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Identity Data Contact Data Technical Data Profile Data
Hosting Customer data and infrastructure	Hosted Data

Marketing

We strive to provide Customers with choice regarding use of Customer Personal Data around marketing and advertising. You can ask us to stop sending you marketing messages at any time by contacting us at any time.

You will receive marketing communications from us if you have provided your consent to receive those communications (unless any exemption to us needing to obtain consent applies under applicable laws).

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of the Orange Business Services website may become inaccessible or not function properly. For more information about the cookies we use, please see our cookie policy [here](#).

6. To whom may we disclose Customer Personal Data?

As a Processor of the Customer Personal Data

We disclose Customer Personal Data to other Processors, whether other entities within Orange Business Services or external providers, that we engage in our capacity as Processor for carrying out specific processing activities on behalf of our Customer, the Controller.

We inform our Customers of all the Processors, other entities within Orange Business Services and, based on the category of services the Customer procures from us, the external providers or partners, we engage under its general written authorization (or specific authorization).

We may share some Customer Personal Data with third parties acting as Controllers in their own rights. For example, to deliver you a parcel we share your Contact Data with courier companies.

As a Controller of the Customer Personal Data

We may share Customer Personal Data in our capacity as Controller of such Data with the parties set out below for the purposes set out in the table in section 5 above.

Orange Business Services entities

The Orange Business Services entity which is the Controller of your Personal Data may share such Data with other Orange Business Services entities acting as Processors.

External parties

Service providers acting as Controllers in their own rights, in which case the processing of Customer Personal Data will be subject to these service providers' privacy policies. For example, to provide transmission to carry traffic on our network we share Traffic/Connection Data with other regulated providers of electronic communications or to distribute third parties applications/software, which are used directly by the End-users in accordance with the privacy policy of those third parties .

Service providers acting as Processors based in EU and outside of EU mostly in India, Israel, Morocco, Tunisia and US, who provide IT and system administration services, maintenance, expert technical support and hosting.

National authorities (such as tax authorities), agencies and regulators acting as Processors or Controllers who have the legal authority to require reporting of processing activities or disclosure of Customer Personal Data in certain circumstances.

We require all third parties to respect the security of Customer Personal Data and to treat it in accordance with applicable data protection laws. We do not allow our third-party service providers to use Customer Personal Data for their own purposes and only permit them to process Customer Personal Data for specified purposes and in accordance with our instructions.

7. What are the appropriate safeguards for transferring Customer Personal Data out of EU?

Orange Business Services entities

All Orange Business Services entities have signed an intra-group agreement for transferring personal data outside of the EU, with the EU Commission standard contractual clauses.

In addition, we have submitted our Binding Corporate Rules to the Commission Nationale de l'Informatique et des Libertés (CNIL) for approval.

External suppliers

When we transfer Customer Personal Data to an external supplier in a country which the EU Commission has not assessed as providing an adequate level of protection (for further details, see the relevant page of the European Commission website [here](#)), we make sure that a similar degree of protection is afforded to the Customer Personal Data by ensuring at least one of the following safeguards is implemented:

- **Approved contracts:** where we use certain service providers, we may use specific contracts approved by the European Commission which give Customer Personal Data the same protection it has in the European Union.
- **Privacy Shield:** where we use providers based in the US, we may transfer Customer Personal Data to them if they are certified under the Privacy Shield which requires them to provide adequate protection to personal data shared between the European Union and the US.

8. Our data security practices

We have put in place appropriate security measures to prevent Customer Personal Data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to Customer Personal Data to those employees, agents, contractors and other third parties who have a business need to access it. They will only process Customer Personal Data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected Personal Data breach and will notify Customers and any applicable regulator of a breach where we are legally or contractually required to do so.

9. Our data retention policy

How long will we retain Customer Personal Data?

We retain Customer Personal Data in respect of which we are Processor for the period agreed with our Customer, the Controller, unless applicable law requires us to retain it for a longer period (e.g. regulatory, tax or accounting obligation). We may also retain Customer Personal Data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with our Customers. Our contractual documentation agreed with our Customer describes the retention periods for the processing activities we perform as Processor for our Customer, the Controller. We retain Customer Personal Data in respect of which we are Controller only for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. To determine the appropriate retention period for Customer Personal Data in respect of which we are Controller, we consider:

- the amount, nature and sensitivity of the Customer Personal Data;
- the potential risk of harm from unauthorised use or disclosure of Customer Personal Data; and

- the purposes for which we process Customer Personal Data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

10. Data subjects rights

What are the rights?

Under certain circumstances, individual Customer representatives or End Users may have the following rights under data protection laws in relation to their Personal Data:

- request **access** to, **correction** of, or **erasure** of Personal Data
- **object to processing** of Personal Data
- request **restriction of processing** of Personal Data
- request **transfer** of Personal Data to another organisation
- **withdraw consent** to processing of Personal Data
- **make a complaint** to the relevant national data protection regulator (such as the Information Commissioner's Office (ICO) in the UK - www.ico.org.uk, or the Commission Nationale de L'Informatique et des Libertés (CNIL) in France - www.cnil.fr/fr).

Whom should you contact?

- If you want to exercise your rights in respect of your Personal Data of which Orange Business Services is a Controller:
 - o For Traffic/Connection Data: we do not identify the individual to which Traffic/Connection Data relates. We only identify the Customer to which Traffic/Connection Data relates. Traffic/Connection Data is also subject to confidentiality obligations under our agreements with our Customers. Therefore, in order to exercise your rights in respect of your Personal Data that is Traffic/Connection Data, you should contact your employer, or the organisation through which you have been using Orange Business Services' services. The person(s) authorised by your organisation to ask our assistance in respect of your request will contact us.
 - o For other Personal Data of which Orange Business Service is a Controller, you can contact us by using the online contact form. Alternatively, you can fill and print the form and send it by post to:

If you are based in France:

Orange Business Services
Agences Entreprises
Gestion des données personnelles
TSA 70007
82008 Montauban
France.

If you are based outside of France:

Orange Business Services
Global Data Protection Officer,
3 Avenue du Bourget
1140 Brussels
Belgium

- If you want to exercise your rights in respect of your Personal Data of which Orange Business Services is a Processor for a Customer: you should contact your employer, or the



organisation through which you have been using Orange Business Services' services in the first instance, to obtain information about, or exercise, the rights you may have in respect of your Personal Data. The person(s) authorised by your organisation to ask our assistance in respect of your request will contact us.

- If you are authorised by our Customer to ask Orange Business Services' help in answering a data subject request, you need to contact us through your "My Service Space" portal or your "Espace Entreprise Client" portal.

How will Orange Business Services deal with my request?

Usually no fee

You will not have to pay a fee to access your Personal Data (or to exercise any of your other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we require

We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Data (or to exercise any of your other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

When we will respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.