

## Information Notice

### Personal Data of Customer Support Users

#### Purpose of data processing

As part of the contract between your company and Neocase Software, whose registered office is at 91 boulevard National, 92250 La Garenne-Colombes (France), for the provision of one or more services, the latter collects and uses, in its capacity as data controller, some of your personal data for the creation and follow-up of requests for assistance to Neocase Software for these services.

This processing of personal data meets the needs of Neocase Software's legitimate interest in fulfilling its contractual obligations towards its customers, in particular, by providing support services.

#### Processed data

##### Categories of data processed

- Name and surname
- Business Email
- Business Contact Information
- Connection Logs
- Tickets
- Data related to the requested assistance

##### Data source

The data is provided by your company to Neocase Software when it requests the creation of your account and is then collected directly by Neocase Software when performing the support service.

##### Mandatory nature of data collection

Email is mandatory to connect to the service and send notification emails related to support requests.

#### Who is concerned

The processing only concerns natural persons authorized by their company to create support requests with Neocase Software (indiscriminately "you" in this document).

#### Recipients of the data

##### Categories of recipients

The data is intended for internal use and can therefore be accessed and used by Neocase Software's services, in particular, Neocase Software's Support department. The data is also made accessible to the technical service providers (subcontractors within the meaning of the regulations) in charge of the solutions used by Neocase Software to ensure optimal processing of assistance requests.



## Data transfers outside Europe

The data can be consulted by the American staff of Neocase Software Inc., a subsidiary based near Boston, USA, a subcontractor of Neocase Software SAS, if necessary, when your company has subscribed to a support service that requires them to respond to you outside of Neocase Software's business hours. This transfer of data outside Europe is legally governed by a strong agreement between Neocase Software SAS and its subsidiary Neocase Software Inc., based on the Standard Contractual Clauses of the European Commission.

You can obtain a copy of these clauses from Neocase Software's Data Protection Officer (see contact details below).

## Duration of data retention

The data is kept for up to 5 (five) years after your account is deactivated.

## Security

Security measures are implemented following Neocase Software's information systems security policy, including strict user access control.

## Your rights in relation to your data

### Your rights

Per the applicable legal and regulatory provisions, you have the following rights:

- Obtain confirmation as to whether or not data about you is being collected and used and, if so, access to that data and information about its use.
- Obtain the rectification of inaccurate data.
- In certain specific but limited cases, obtain the deletion of certain data.
- In certain specific but limited cases, obtain the limitation of the use of the data.
- Object to the use of data, for reasons relating to your particular situation, or, independently of your particular situation, to the use of your data for commercial prospecting purposes.
- If you reside in France, define the fate of your data after your death.

### Exercising your rights

To exercise your rights, you can contact Neocase Software support directly.

Neocase Software's Data Protection Officer (DPO) is also your contact person for any request relating to the exercise of your rights over this processing: [dpo@neocasesoftware.com](mailto:dpo@neocasesoftware.com)

### Complaint to the CNIL

If, after contacting our DPO, you believe that your rights over your data are not being respected, you can file a complaint with the French CNIL.

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