

Privacy Policy

Last Updated on 11th October 2022.

The protection and security of your Data is particularly important to Livestorm. This Privacy Policy is an integral part of the Terms of Use and is intended to govern the collection, use and access to your Data in connection with the use of the Website and/or the Livestorm Service, including the organization, management and participation in online events. All capitalized terms are defined in the Terms of Use.

Article 1. Legality of Processing – Access to the Website and Services

This Privacy Policy applies to any User who accesses the Website and/or the Livestorm Services. Each User is responsible for reading and understanding this Privacy Policy, including whenever it is modified.

Article 2. Identification of the Data Controller

The Data Controller of the livestorm.co website is: Livestorm, a simplified joint-stock company (*société par actions simplifiée*) with a capital of 21.265,85 euros, whose registered office is at 06 boulevard Saint Denis, 75010 Paris, registered in the commercial and company register of Paris under the number 820 434 439, represented by its Chief Executive Officer, Mr. Gilles Bertaux.

Article 3. Data collected by Livestorm as Data Controller about the Administrators and Managers

	Purpose	Data collected	Legal basis	Retention period
1	Creation and management of your Livestorm account	<ul style="list-style-type: none">- Account data: password, name, first name, email address;- Identification data relating to invoicing: surname, first name and telephone number, postal address enabling a legal entity to be identified;- Connection data: IP address, country of connection;- Bank/payment details: payment card number used for billing or bank details (IBAN);- Choice of language (English, French or Spanish).	Performance of the contract between Livestorm and the User (Article 6.1 b of the GDPR).	Duration of the contract + 30 days backup.

2	Customising of your account	<ul style="list-style-type: none"> • Social network profiles, avatar, employment; • Free comments; • Feedback, questions; • Contribution during an online event; • Images of a natural person recorded during an online event (video); • Professional data: manager/administrator, participant, guest speaker. 	Our legitimate interest in analysing our services to provide you with the best possible user experience (Article 6.1 f GDPR).	Duration of the contract + 30 days backup.
3	Improvement of the services offered by Livestorm and audience measurement	<ul style="list-style-type: none"> • Connection data: time, country, ISP, proxies, IP address, UDID, URL, OS resolution; • Usage and browsing data. 	Livestorm's legitimate interest in analyzing its services in order to provide the best possible user experience (Article 6.1 f of the GDPR).	Immediate anonymization of data.
4	Responses to requests from administrative and judicial authorities	<ul style="list-style-type: none"> • Technical data: IP address and user agent. 	The legal obligation of stakeholders defined in Article L. 34-1, II (3) of the French Post and Electronic Communications Code (Article 6.1 a GDPR).	One (1) year from the date of the communication of the data + 3 years in the event of the opening of legal proceedings (+ 30 days backup).

Article 4. Data collected by Livestorm as a subprocessor on webinar Participants

As a Subcontractor, Livestorm collects and processes the following data in order to provide its Services to webinar participants:

- Name, first name;
- Account name (login);
- Email address;
- Other data that you voluntarily share on our platform or with the online event organizer.

NB: The webinar created via the Livestorm Service (webinar videos, comments, polls, etc.) can be downloaded by the Customer (Webinar Administrator).

Article 5. Livestorm integration for Google Calendar

For a better experience and in order to provide our Service, Livestorm may require you to provide us, either directly or indirectly, with certain personally identifiable information, including but not limited to, username, and OAuth credentials. Livestorm Add-on for Google Calendar allows users to create and associate a Livestorm event and set it as a conference

solution from a Google Calendar event. On the other side, Livestorm allows users to connect their account with Google Calendar, so that all events with a Livestorm conference are kept in synchronization. For this purpose, Livestorm collects the following information:

- Title, description;
- Start and end time;
- Invitees;
- Authentication credentials;
- Calendar names.

The information that we request will be retained by us and used as described in this Privacy Policy.

Livestorm uses third party services that may collect information used to identify you. Livestorm uses Google Calendar services in order to collect data for the following purposes:

- To watch the right calendar and set up push notifications;
- To fetch changes from Google Calendar and synchronize them into Livestorm's app;
- To update Google Calendar according to changes made on Livestorm's app;
- To create Livestorm events from the Add-on and set it as the event conference solution.

Livestorm stores the collected data on its database hosted on Amazon AWS servers based in Ireland. The data is used by Livestorm merely for interacting with the API. Livestorm do not share data coming from Google Calendar services with any other third party.

Article 6. Current and future subcontractors of Livestorm

Livestorm uses third-party solutions for marketing, statistical and functional purposes. All of our service providers comply with applicable data protection regulations in accordance with the data protection agreements we have signed with them.

Livestorm uses subcontractors for the following purposes:

- Error log monitoring;
- Analytics;
- Email analysis;
- Support;
- Task automation;
- Payment;
- Email;
- Sound and video.

Article 7. International data transfers

Livestorm may transfer Data to service providers located outside the European Union.

Therefore, by using Livestorm, you acknowledge that your data may be transferred and/or stored outside the European Union, including to the United States where some of our service providers are located. These countries may have laws that are less protective of privacy.

In such cases, Livestorm ensures that the transfer is made in compliance with applicable regulations and provides a sufficient level of protection for the privacy and fundamental rights of individuals. Whenever Livestorm transfers Data to countries that have not been subject to

an adequacy decision by the European Commission, Livestorm ensures that the transfer is governed by the European Commission's standard contractual clauses and data processing agreements. If you would like more information on this subject, you can contact Livestorm's Data Protection Officer at privacy@livestorm.co.

Article 8. Rights of data subjects

In accordance with the applicable regulations, you may exercise the following rights:

- **Right of access:** you have the right to access the Data we hold about you and to obtain a copy of it;
- **Right of rectification:** you may request the rectification of your Data that are inaccurate, and also complete them. You can also modify your Data yourself at any time in your Account;
- **Right to erasure:** in certain cases, you may request the deletion of your Data held by us;
- **Right to restrict processing:** in certain circumstances, you may request to restrict the processing of your Data (for example, where you believe that your Data held by us is not accurate or lawfully processed);
- **Right to object:** you may object, on grounds relating to your particular circumstances, to the processing of your Data;
- **Right to portability:** in certain circumstances, you may request to receive your Data in a structured, commonly used and machine-readable format, or, where possible, that we pass your Data on your behalf directly to another controller.

You may edit, delete and access your Data directly through your Livestorm Account. Any deletion made through your Livestorm Account will result in the final and irreversible deletion of your Data within one (1) month. If Livestorm is unable to delete your Data within one month, Livestorm will notify you and delete your Data within a maximum of two (2) additional months. The deletion of Data is subject to Livestorm's justifiable need to retain the Data, including its legal obligations.

For requests from webinar participants, they should contact the webinar organizer, who is the data controller of the participants' data. The webinar organizer will take care of the final deletion of the participant's data via his dashboard on the Livestorm platform.

If the right to object is exercised, Livestorm will cease processing the Data, except for legitimate and compelling reason(s), or to ensure the establishment, exercise or defence of its legal rights, in accordance with applicable regulations. If necessary, Livestorm will inform the User of the reasons why the rights he exercises cannot be satisfied in whole or in part.

In accordance with the applicable regulations, the User must provide sufficient information for Livestorm to verify his identity, to ensure that the authors of the requests are the persons concerned or those authorized by them. Upon receipt of a request, Livestorm will determine its admissibility in accordance with applicable regulations.

Livestorm will not be required to respond to requests to exercise rights if:

- They are manifestly abusive in particular by their number, their repetitive or systematic nature;
- The Data are not kept by Livestorm making access impossible.

Article 9. Security and confidentiality of Data

Users are advised that Livestorm takes necessary and reasonable technical and organizational measures to ensure the security of the Data to protect it from unauthorized access, alteration, disclosure, misuse and loss. The Data collected by Livestorm is stored in a secure environment. To ensure the security of the Data, Livestorm has put in place the following measures, among others:

- Access management – authorized persons;
- Access management – affected persons;
- Network monitoring software;
- Computer backup;
- Development of digital certificates;
- Login/password ;
- Firewalls.

Livestorm employees respect the confidentiality of your Data and are legally bound by confidentiality provisions. Livestorm is committed to ensuring that adequate levels of protection are in place in accordance with applicable legal requirements and regulations.

In the event of a security breach, Livestorm will notify the CNIL, the data controller and, where applicable, the data subject, in accordance with the data protection regulations.

Article 10. Data Protection Officer (DPO)

Livestorm has appointed a Data Protection Officer (DPO). The DPO is responsible for training and raising the awareness of Livestorm's internal staff to maintain the standards required by the GDPR with respect to privacy. The DPO is also responsible for notifying data subjects of any activities that do not comply with the applicable regulations.

Article 11. Use of Cookies

The User is informed that during his visits to the Livestorm.co website and when using the Livestorm solution, a cookie file may be automatically installed on his browser.

The setting of non-essential cookies can be done at any time during the navigation from the cookie management tool. The User is informed that the refusal of certain non-essential cookies reduces or makes it impossible to access certain features of the Livestorm website or the Livestorm solution.

The User has all the rights mentioned above regarding the Data communicated through cookies and under the conditions indicated in Articles 7 and 11.

Users must refrain, with regard to personal information they access or could access, any collection, any misuse in general, any act likely to infringe the privacy or reputation of persons.

Article 12. Contact and exercise of rights

To exercise any of the rights set forth in Article 7 of this Privacy Policy, or if you have any question, you may write to Livestorm's DPO at the following address:

- By post:

Livestorm
6 boulevard Saint Denis
75010 Paris

- By e-mail: privacy@Livestorm.co

After contacting Livestorm, if you feel that your rights are not being respected, you have the right to lodge a complaint with the Commission Nationale de l'Informatique et des Libertés.