



RGPD notice Cloud Avenue

Nature of Processing Activities	Customer Personal Data is processed to provide the Service(s) in accordance with the applicable Service Description or in accordance with the Customer’s additional instructions.	
	The Processing operations included collection, consultation, transmission, retention and erasure of the Customer’s Personal Data, as well as other Processing activities according to the configuration and options of each Service, such as registration, organization, modification, combination, pseudonymization or anonymization.	
Purpose of Processing Activities		Duration
Activation and implementation of the Services and modifications to the Services. Delivery, operation, and management of the Services (including intrusion detection). Incident management and support.		For the period necessary to provide the Service plus 12 months
Depending on the options selected:		
Provision of reports (concerning invoicing, usage, quality of service and other reports requested by the Customer.)		According to the Service Description or the Customer’s instructions
Portals, i.e. providing access to portals, online tools for the provision of its Services.		As long as necessary for the provision of services
For cloud hosting and “as a service” features, i.e. hosting Customer Personal Data on a dedicated or shared infrastructure.		For the period necessary to provide the Service
Categories of Customer Personal Data processed	Identification data: first name, last name, email, public IP, contract ID (BSSContractID) Technical Data: IP address, connection data, browser type and version, time zone setting and location	
Categories of persons concerned	Employees of the Customer and its Affiliates. For Hosted Data, any category of Data Subjects, as determined by the Customer.	

Authorized Subsequent Subcontractors	Orange Business Services (MSC Bangalore / India) Orange Business Services (MSC Cairo / Egypt)
	Inetum (France) Cap Gemini (France) Neosoft (France) SII (France) Orange Poland