



Confidentiality agreement

This document is not contractual. It presents the data collected by AdKyNet and its partners.

1 What is the RGPD?

Decided in December 2015, the regulation applies from May 2018 to all actors who collect in any way whatsoever personal data, whether customer contacts or prospects: companies, associations, administrations, local authorities and business unions. This regulation is a way for you, consumers, to better manage your data, and the intentions of the people who have it.

Your privacy and the security of your data are major concerns for AdKyNet. In this short guide, we outline all of the data we hold, and the processors who may have access to it. To learn more about the application of the RGPD with these subcontractors, we invite you to learn more on their website. However, we have taken care to check the contracts signed with them so that your data is safe.

2. Data Protection Officer

At AdKyNet the DPO (Data Protection Officer) is Yanel Dandonneau, General Manager. You can request access to your data by email: <mailto:rgpd@adkynet.com>

3. Your data

Each holder of personal data is registered here. We can of course provide you with more information about your data by email: rgpd@adkynet.com

3.1 AdKyNet

When browsing our website as a visitor, we know from which IP address you are connecting, from which browser and the time spent on our site. We use this information via Google Analytics to improve your user experience.

When you create your account, you provide us with the following personal information:

- Your Last Name
- Your First Name
- Your Mailing Address
- Your Postal Code

- Your city
- Your Country
- Your email address
- Your phone number
- Your Company

This information is made available to AdKyNet staff only. It is not shared with any third party company or marketing firm. The only entity that can retrieve this information is the courts, which may order us to release it.

This information is made available to AdKyNet agents to help us identify you when we contact you.

The DPO (Data Protection Officer) of our company is: Yanel Dandonneau

He is in charge of managing the data registers, as well as the procedures to follow in case of updating the list of our third parties who use our data. He also manages crises should a data breach occur. However, AdKyNet makes every effort to prevent data leaks.

Other data is then retained by AdKyNet, including information about your products. AdKyNet keeps track of invoices so we know which product you owned at which time. We also keep track of all tickets to keep track of previous actions.

Attachments are also archived and encrypted so that we can keep track of them if needed. This includes identity verification.

When you use the connection via Facebook, Google or Twitter, these companies are able to collect your browsing information. They do not, however, have access to data they do not already know. Providing your address on our site will not give it to third party services, even if you try to connect through them.

3.2 Tawkto

Tawkto is the platform used to provide you with e-chat support. This very simple support method allows you to ask us questions quickly, or avoid a ticket for a simple question. Tawkto is committed to your security.

You can find Tawkto's terms of use here: <https://www.tawk.to/terms-of-service/> On our side, we keep all the exchanges that led to an interaction with one of your products or more generally your account. This allows us to keep a trace of the actions performed by the support, to better serve you later.

3.3 Paypal

Paypal is a payment provider. It accepts credit cards but also all the money you can have on your Paypal account. In the same way as Stripe, Paypal collects data for security analysis. No information about your account is stored, except for transaction numbers.

To find the terms of Paypal, it is here :

<https://www.paypal.com/fr/webapps/mpp/ua/privacy-full>

3.4 Google Analytics

Google Analytics Google Analytics allows us to improve your browsing experience, in particular by suggesting optimizations on our pages. It also allows us to measure the monthly user volume and to plan our orders according to this flow. Google Analytics is committed to your security, and invites you to find its terms of use here: <https://www.google.com/analytics/terms/>

3.5 Mollie

Mollie is one of the platforms allowing you to pay by credit card on our site. Secure, it allows us to accept your payments easily and to fight against fraud in general. When you make a payment on AdKyNet, Mollie collects certain information, such as the cardholder's name, the expiration date, the codes needed for payment, but also your IP address and your browser. This data is used to analyze the context of the transaction to ensure that it is legitimate. AdKyNet only stores your Mollie ID (generated at the time of a payment) so that we can debit your payments automatically if you have enabled it, as well as the transaction IDs. We do not have access to your full credit card information.

You can find the Mollie terms here: <https://www.mollie.com/en/privacy>

4. Your rights

4.1 Right of access

You have free access to all data that AdKyNet has about you. This includes your personal information, your tickets, and your products registered with us with related invoices.

4.2 Right of withdrawal

At any time, you can correct your personal information if your situation changes or if you notice a typo. However, you can not replace them to make you anonymous. To disappear from our files, please send us an email at support@adkynet.com from your email address linked to your customer account. We can then delete your account permanently.

4.3 A question about a right ?

You have a question about one of your rights? Contact us to talk about it, we will discuss it with great pleasure!