Exalog
A Cegid Company

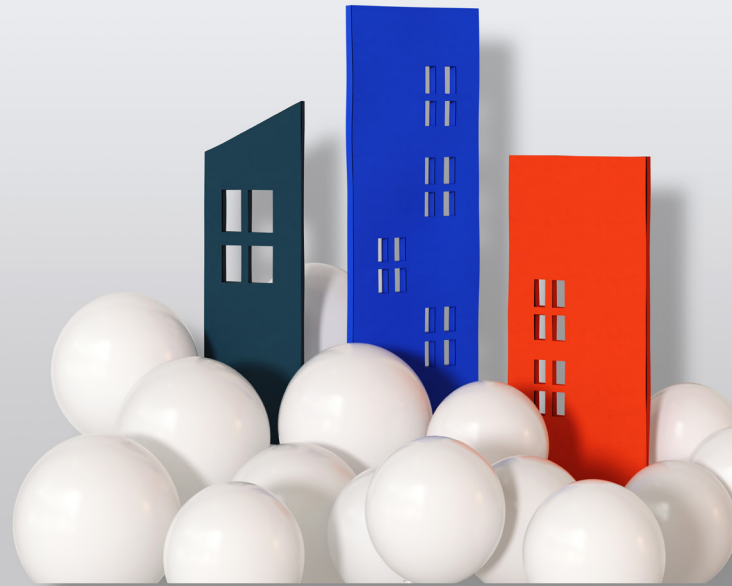# Privacy policy

As of 25 May 2018, new security measures on personal data processing and its free circulation came into force in Europe.

Exalog, a Cegid company, software editor, answers the various questions you may have on this subject.

This is how Exalog, a Cegid company, processes the data saved by its clients in its software packages in compliance with the contractual agreement.

What is GDPR?

GDPR, or General Data Protection Regulation, is the latest European reference text for protecting individuals' privacy when processing their personal data (EU regulation No. 2016/679).

The regulation defines the rights of individuals and the obligations that organizations must comply with when handling their data (processing is referred to in its widest sense: either manual or automatic and of any type, including storage).

"Personal data" is considered to be any information about an individual which allows them to be identified. It can be their name, phone number, a photo, email address, and so on.

Who looks after GDPR compliance and personal data security at Exalog, a Cegid company?

Two people are responsible for these tasks:
› Chief Information Officer (CIO)
› The Data Protection Officer (DPO), appointed to ensure that processing at the company is compliant and secure

If you would like to contact either of these people, please write us at dataprivacy@cegid.com.

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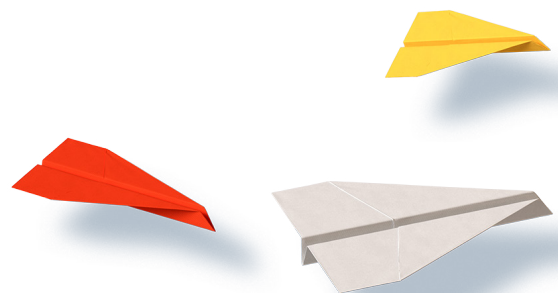
What protective measures does Exalog, a Cegid company, implement?

Exalog, a Cegid company, implements technical and organizational measures to ensure the security of any data saved by its clients using its software. These include:

› Hosting it in high-security data centers certified by ISO 27001 and 22301
› Protecting systems against hacking and monitoring security updates
› Secure access procedures to software packages (two-step authentication)
› Encryption of the following information in databases:
  • Account numbers (IBAN) of subscribing clients and their third parties
  • Email addresses of users and third parties
  • Telephone and fax numbers of users and third parties
  • Users' names
  • Bank card numbers
› Regular backups archived in encrypted form

Where are the data and software used by Exalog, a Cegid company's clients stored?

Exalog, a Cegid company's software (servers and databases) are hosted in two high-security data centers located close to Paris, France, belonging to a recognized hosting company.

Both data centers are certified by ISO 27001 (information systems security), ISAE 3402 (appraisal of third-party organizations' services), and ISO 22301 (business continuity management).

The computer bays where the servers holding our software are installed (processing servers, database servers and banking communications servers) are private and for Exalog, a Cegid company, alone. Only our Operations team looks after their management and maintenance. Exalog, a Cegid company, has exclusive ownership of the servers and network equipment.
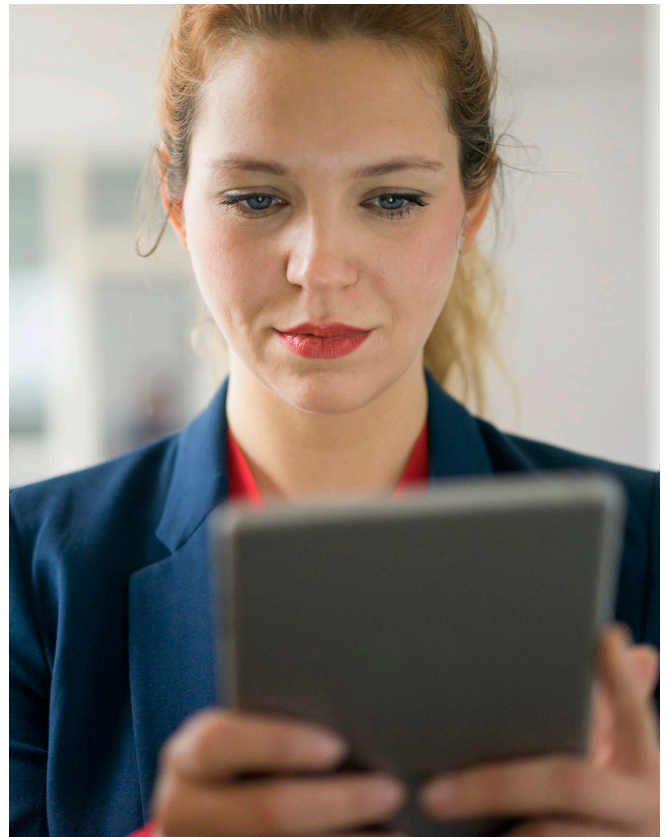
How does the software hold data saved by Exalog, a Cegid company's clients?

All "personal data" (users' names, phone numbers and email addresses, accounts and cards numbers) saved in our software databases are encrypted.

Online data are kept for the duration stated in the contract signed by the client.

In the event the contract is terminated, Exalog, a Cegid company, shall delete the client's data from the database of the shared online software within three months of the date when the contract ends.

Nevertheless, Exalog, a Cegid company, keeps archives of the shared database backups (data from all its clients), made before this deletion, for up to five years. These archives are encrypted and stored on servers under the same security conditions as those used for hosting the software.

The customer can ask for archives to be recovered; price on application.

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How is the integrity of data held by our software guaranteed?

Data is kept as follows:
- › A database backup is made every hour
- › Backup files are kept on secure backup servers, under the same hosting conditions as those of the production site; these files are compressed and encrypted
- › Data storage period:
  - Hourly backups are kept for one week before being deleted
  - One backup per week is stored for no more than 1,825 days (5 years); every weekly backup is deleted after this time

Who can access client data and how is it shared?

The Customer Service teams have access to clients' details (last name, first name, company, email address, telephone) in order to process their requests for assistance.

The sales, marketing and communications teams have access to clients' details (last name, first name, company, email address, telephone), which may be used in sending newsletters or targeted promotional information. The data collected is stored in our secure CRM software.

The IT operating team (linked to the Information Systems Division) can also access clients' data for bug-fixing purposes. In this case, the data is anonymized.

Has any data already been transferred to data centers outside the European Union?

Exalog, a Cegid company, does not transfer any data from its software packages outside of the European Union.

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This is how Exalog, a Cegid company, processes the data collected on this website

How is the data collected on this website processed?

When you fill in one of our forms, the personal data collected (last name, first name, email address, telephone number, company) may be used for information, business or promotional purposes. For every form, you are informed beforehand about how your data will be used. Where applicable, you will be asked to give your consent to the processing of your data. Otherwise, it is based on the legitimate interests of Exalog, a Cegid company.

Data collected on this website is saved in our CRM software. Access to the CRM software is restricted to our staff who need a username and password to log in. Accessing the CRM is only possible from Exalog, a Cegid company, premises, or via a VPN. Data is stored in data centers that are certified by ISO 27001 (information systems security), ISAE 3402 (appraisal of third-party organizations' services), and ISO 22301 (business continuity management).

Who can access data and how is it shared?

The sales, marketing and communications teams have access to data collected on this website using online forms and may use it to answer requests for information or send newsletters or targeted promotional information. The data collected is stored in our secure CRM software.

Exercising your rights

In compliance with the applicable regulations on the protection of personal data, you have the right to access, rectify, delete and port your data, as well as the right to object to and limit all data concerning you. Where processing is based on consent, you may also withdraw your consent at any time.

If you have any further questions about GDPR, we will be happy to answer them at dataprivacy@cegid.com. You may at any time exercise your right of recourse to the competent Authority for the protection of personal data.

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