



# **Policy regarding the personal data of third parties**

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# 1. FOREWORD

(EU) Regulation no. 2016/679 of the European Parliament and Council dated 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, referred to as the General Data Protection Regulation (hereafter the GDPR), lays down the legal framework applicable to the processing of personal data.

The GDPR strengthens the rights and obligations of controllers, subcontractors, data subjects (the individuals concerned) and recipients of such data.

In the framework of its business, the Artelia Group is required to process personal data.

To facilitate the understanding of this policy, it shall be made clear that:

- “Controller” refers to the natural person or legal entity that determines the purpose and the means of processing personal data. In the framework of this policy, the controller is Artelia Holding (hereafter referred to as “Artelia”), whose registered office is situated at Le First Part Dieu – 2 avenue Lacassagne 69003 Lyon – France.  
Artelia Group subsidiaries apply this personal data protection policy when they act as controller.
- “Subcontractor” refers to any natural person or legal entity that processes personal data on behalf of the controller.
- “Data subject” or “third party” refers to any person that can be identified either directly or indirectly, and whose personal data are collected the controller. In the framework of this policy, the “data subjects” or “third parties” are:
  - the various natural persons who are Artelia’s correspondents in its dealing with its clients, contacts and partners understood as being legal entities,
  - persons applying for a job at Artelia;
  - visitors to Artelia’s websites.
- “Recipient” refers to any natural person or legal entity to whom personal data are disclosed by Artelia. Data recipients can hence be either internal recipients or external recipients.

Article 12 of the GDPR requires that data subjects be informed of their rights in a concise, transparent, intelligible and easily accessible form.

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## **2. PURPOSE**

The purpose of this policy is to comply with Artelia's duty to inform by virtue of the GDPR and to formalise the rights and obligations of the data subjects with respect to the processing of their personal data.

## **3. SCOPE**

This personal data protection policy is to be applied when implementing the processing of personal data relating to all third parties of Artelia, which hence includes the natural persons who are its correspondents in its dealings with each of its clients, partners and contacts, persons applying for a job at Artelia, and visitors to its websites.

This policy only concerns processing activities for which Artelia acts as controller and hence is not applicable to processing activities that are not set up or exploited by Artelia (so-called "shadow IT" activities).

Personal data processing activities can be managed either directly by Artelia or by a subcontractor specifically appointed by Artelia.

This policy exists independently of any other document that may apply between Artelia and its clients, partners, contacts or job applicants.

## **4. GENERAL PRINCIPLES**

All processing activities performed at Artelia concerning the data of persons concerned by this policy relate to personal data collected by or for Artelia's departments or processed in relation to its services and comply with the general principles of the GDPR.

A list of the personal data processing activities implemented is appended to this policy.

Any new instances of processing and any modification or deletion of an existing processing activity will be brought to the attention of the data subjects through a change in this policy.

## **5. TYPES OF DATA COLLECTED**

The types of data collected are specified in the appendix of this document.

## **6. DATA SOURCES**

Data relating to data subjects are generally collected directly either from them (i.e. in the framework of a job application) or from clients, partners and contacts (direct collection).

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In some specific cases, data may also be collected indirectly via other partners and/or suppliers of Artelia, in which case Artelia takes the utmost care to ensure that the data disclosed to it with regard to the processing activity concerned are pertinent and adequate (principle of minimisation).

## **7. PURPOSES AND LEGAL BASES**

Depending on the case, Artelia processes data chiefly for the following purposes:

- managing relations with clients and partners (particularly contract monitoring, accounting, provision of services, invoicing, etc.);
- managing relations with contacts;
- updating Artelia's bank of CVs with those of job applicants who give their consent for this;
- updating Artelia's CRM ("Customer Relationship Management") database with the contact details of its correspondents in its dealings with clients, contacts and partners
- managing newsletters
- sending New Year greetings
- responding to public and private tender invitations
- managing job applications submitted to Artelia
- controlling access to Artelia premises (safety of people and property, identifying perpetrators of theft, vandalism or assault)

These purposes have the following legal bases:

- performance of a contract signed between Artelia and its client or partner,
- completion of pre-contractual formalities on behalf of an Artelia job applicant;
- Artelia's legitimate interest in holding data concerning its users and its contacts and in responding to requests submitted by visitors to its website via the contact form provided there.

For purposes outside the aforementioned bases and whenever necessary, Artelia will obtain the consent of the data subjects.

## **8. RECIPIENTS OF THE DATA – AUTHORISATION AND ACCESSIBILITY**

Artelia ensures that the data can only be accessed by authorised internal or external recipients.

Internal recipients	External recipients
<ul style="list-style-type: none"> <li>- Authorised personnel from departments in charge of handling relations with clients and partners and of prospecting for business, such as the marketing, communication and sales departments, departments involved in managing recruitment, administrative departments, logistics and IT departments and their supervisors;</li> <li>- Authorised staff members in departments responsible for oversight (internal auditing, etc.);</li> </ul>	<ul style="list-style-type: none"> <li>- Subsidiaries from the Artelia group;</li> <li>- Official bodies, court officials and State officials, in the framework of their assignments;</li> <li>- Account auditors;</li> <li>- Subcontractors.</li> </ul>

Recipients of data subjects' personal data at Artelia are bound by a duty of confidentiality. Artelia decides which recipient will have access to which data in accordance with an authorisation policy.

Artelia is not liable under any circumstances for any harm of any nature resulting from unlawful access to personal data held by external recipients.

## 9. Storage Period

The period for which the data are stored is defined by Artelia in light of the legal restrictions by which it is bound or, failing this, in accordance with its requirements.

On expiry of the storage periods defined by Artelia, the data are either deleted or kept after having been made anonymous, chiefly for statistical purposes. They may also be kept for the requirements of pre-litigation or litigation.

Data subjects are reminded that deletion and anonymisation are irreversible operations and that Artelia will be unable to restore the data concerned thereafter.

## 10. RIGHT OF CONFIRMATION AND RIGHT OF ACCESS

Data subjects have the right to ask Artelia for confirmation as to whether data pertaining to them are being processed.

Data subjects also have the right to access their data, the said right being contingent on compliance with the following rules:

- the request is made by the subject himself/herself and is accompanied by a copy of an up-to-date identity document;
- the request is submitted in writing to the following email address: [gdpr@arteliagroup.com](mailto:gdpr@arteliagroup.com).

Data subjects have the right to request a copy of their personal data being processed by Artelia. However, should they request additional copies, Artelia may require them to cover the cost of providing these copies.

If data subjects submit their request for a copy of their data electronically, the information requested will be supplied to them electronically in a commonly used form, unless otherwise requested.

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Lastly, data subjects are hereby informed that this right of access cannot apply to information or data that are confidential or that cannot be disclosed by law.

The right of access must not be exercised in an abusive way, meaning in a regular manner with the sole purpose of disrupting the department concerned.

## **11. UPDATING AND RECTIFICATION**

Artelia complies with requests from data subjects to update their personal data:

- automatically in the case of modification requests submitted online on entry fields which can be updated technically or legally;
- at the written request of the individual himself/herself, who must provide proof of identity.

## **12. RIGHT TO ERASURE**

The data subjects' right to erasure will not apply in cases where data is processed to comply with a legal obligation.

Outside this situation, data subjects are entitled to request the erasure of their data in the following limiting situations:

- the personal data are no longer necessary with regard to the purposes for which they were collected or processed in some other way;
- when the data subject withdraws the consent upon which the processing activity is based and there is no other legal basis for this activity;
- the data subject opposes a processing activity that is necessary with regard to the legitimate interests of Artelia but for which no compelling legitimate purpose exists;
- the data subject opposes the processing of their personal data for prospecting purposes;
- the personal data have been unlawfully processed.

In accordance with personal data protection legislation, data subjects are hereby informed that this is an individual right that can only be exercised by the individual concerned with respect to their own information; for security reasons, the department concerned will therefore verify their identity in order to avoid disclosing any of their confidential information to someone other than them.

## **13. RIGHT TO LIMITATION**

Data subjects are hereby informed that this right is not intended to apply to the extent that Artelia is processing data in a lawful manner and that all personal data collected are required for the performance of its services.

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## **14. RIGHT TO PORTABILITY**

Artelia grants the right to data portability in the specific case where data are disclosed by the data subjects themselves and for purposes based solely on the individual's express consent. In this case the data will be disclosed in a commonly used, machine-readable structured format.

## **15. AUTOMATED INDIVIDUAL DECISION**

Artelia does not make automated individual decisions concerning data subjects.

## **16. POST MORTEM RIGHT**

The data subjects are hereby informed that they have the right to give guidelines regarding the post-mortem storage, erasure and disclosure of their data. These specific guidelines are submitted and this right is exercised by sending an e-mail to the following address: [gdpr@arteliagroup.com](mailto:gdpr@arteliagroup.com). The request shall be accompanied by a copy of a signed proof of identity.

## **17. MANDATORY OR VOLUNTARY NATURE OF RESPONSES**

On each form used to collect personal data, data subjects are informed of responses that are mandatory by means of an asterisk. The other responses are voluntary. In cases where responses are mandatory, Artelia explains the consequences of failing to provide one.

## **18. USAGE RIGHT**

The data subjects grant Artelia a right to use and process their personal data for the purposes listed in the appendix.

However, all enhanced data resulting from processing and analysis by Artelia remain the exclusive property of Artelia (usage analysis, statistics, etc.).

## **19. SUBCONTRACTING**

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Artelia hereby informs the data subjects that it may appoint any subcontractor of its choice in the context of processing their personal data.

In such a case, Artelia will ensure that the subcontractor fulfils its obligations with respect to the GDPR.

Artelia undertakes to sign a written contract with all of its subcontractors and imposes the same personal data protection obligations on its subcontractors that it imposes on itself. Furthermore, Artelia reserves the right to carry out an audit of its subcontractors to ensure that they are complying with the provisions of the GDPR.

## **20. SECURITY**

It is Artelia's responsibility to define and implement the physical or logical technical security measures that it deems appropriate to prevent the destruction, loss, alteration or unauthorised disclosure of data in an accidental or unlawful manner.

These measures mainly include:

- data access authorisation management;
- internal safeguarding measures;
- identification processes;
- implementation of safety audits;
- adoption of an information system security policy;
- adoption of business continuity/disaster recovery plans, if appropriate;
- implementation of a security protocol or security solutions.

## **21. DATA BREACH**

In the event of a personal data breach, Artelia undertakes to notify the competent supervisory authority under the conditions outlined by the GDPR.

If the said breach exposes data subjects to serious risk, Artelia:

- will notify the data subjects;
- will provide the data subjects with appropriate information and recommendations.

## **22. GDPR LEAD**

Artelia has appointed a GDPR lead, who is the single contact person for matters pertaining to personal data protection.

This person can be contacted at the following email address: [gdpr@arteliagroup.com](mailto:gdpr@arteliagroup.com).

Artelia will notify the GDPR lead beforehand if personal data in its possession undergo further processing.

If data subjects wish to obtain specific information or ask a specific question they can contact the GDPR lead, who will respond to their requests within a reasonable period of time.

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## **23. RECORD OF PROCESSING ACTIVITIES**

In its capacity as controller, Artelia undertakes to maintain an up-to-date record of all the processing activities it performs.

This record is a document or application listing all of the processing activities carried out by Artelia in its capacity as controller.

Artelia undertakes to provide the supervisory authority, on first request, with the information enabling the said authority to verify that its data processing activities comply with the applicable data protection legislation.

## **24. RIGHT TO LODGE A COMPLAINT WITH THE COMPETENT SUPERVISORY AUTHORITY**

Individuals whose personal data are processed are hereby informed of their right to lodge a complaint with a supervisory authority if they believe that this processing activity is taking place in a manner that does not comply with the GDPR.

The contact details of the supervisory authority are given in the appendix to this policy.

## **25. POLICY AMENDMENTS**

This policy may be modified or adjusted at any time in the event of changes in legislation or case law, decisions or recommendations issued by the supervisory authority, or changes in custom.

Data subjects will be notified of any new version of this policy by any means defined by Artelia, particularly via its website.

## **26. FURTHER INFORMATION**

Anyone requiring additional information may contact the GDPR lead at the following email address: [gdp@arteliagroup.com](mailto:gdp@arteliagroup.com)

Anyone requiring more general information on the topic of personal data protection can consult the website of the supervisory authority named in the appendix.

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## APPENDIX 1 List of processing activities

Processing activities	Details
<b>Contact details of Artelia's correspondents in its dealings with clients and partners</b>	Processing of the personal data of Artelia's correspondent(s) in its dealings with its various clients and partners via its CRM database in order to maintain business relations with these parties (sign contracts, organise meetings, etc.).
<b>Job application</b>	Analysis of information supporting a job application sent by the applicant (CV and/or other document including personal data) by email or via the recruitment area on Artelia's website (application for a specific position or spontaneous application) and selection of the applicant whose profile most closely matches the position considered. Addition of the applicant's CV to the CV base set up Artelia, provided that his/her prior consent has been obtained.
<b>Visitors to Artelia's websites</b>	Processing of the personal data of visitors to Artelia's websites: gathering of their connection data and processing of their personal data if they fill in the contact form.
<b>Video surveillance</b>	Recording of video surveillance images at entrances to Artelia's premises.

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## APPENDIX 2      Types of data collected

Types of data	Details
<b><i>Non-technical data</i></b>	<ul style="list-style-type: none"><li>• Identity and identification (surname, first name, date of birth);</li><li>• Contact details (e-mail address, postal address, telephone number);</li><li>• Private and/or professional life when necessary (private life in the case of job applicants);<ul style="list-style-type: none"><li>• Images (video surveillance)</li></ul></li></ul>
<b><i>Technical data</i></b>	<ul style="list-style-type: none"><li>• Identification data (IP address)</li><li>• Connection data (particularly logins)</li></ul>

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## **APPENDIX 3** Contact details of the supervisory authority

**ICO** (Information Commissioner's Office) – Tel.: +44 303 123 1113  
<https://ico.org.uk/make-a-complaint/>

**CNIL** (French Data Protection Authority) – Service des plaintes (Complaints Department)  
3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07  
Tel.: +33(0)1 53 73 22 22

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