

Data Protection Policy
Orange Luxembourg

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1. Data protection policy

Orange Luxembourg aims to be recognised by its customers, employees and partners as a trusted business which processes personal data in a responsible way. As Orange's mobile and fixed networks handle an ever-increasing volume of personal data, protecting these data is of vital importance to Orange Luxembourg. Orange Luxembourg is firmly committed to processing these data for strictly limited and explicit purposes, respecting its customers' privacy:

- **Security:** your personal data are securely protected and processed reliably.
- **Control:** you can control how your personal data are being used and consent to such processing.
- **Transparency:** processing of the data is entirely transparent at each stage of our relationship with you.
- **Assistance:** Orange Luxembourg helps you to better protect your privacy and your personal data.

This policy sets out how Orange Luxembourg implements these commitments in the provision of its services and thus complies with the privacy legislation in force. This obligation is supervised by the Luxembourg data protection authority.

2. Scope of this policy

Orange Luxembourg's data protection policy applies to all Orange Luxembourg's customers who use Orange Luxembourg's products and services. Both individuals and companies and their end users are within the scope of the policy. Orange Luxembourg's products are: telephony (mobile and fixed), internet connectivity (mobile and fixed), television and Orange Cloud. This policy also applies to visits to Orange Luxembourg's website, use of the apps made available by Orange Luxembourg and Orange Luxembourg's sales points.

3. Processing your personal data

- *What personal data does Orange Luxembourg process?*

In the course of its business, Orange Luxembourg collects and processes different types of personal data in various ways. Some personal data are provided to Orange Luxembourg by the customer, while others are collected through the services provided by Orange Luxembourg.

Orange Luxembourg does not process any sensitive personal information relating to customers' health, sexual orientation, political opinions, ethnic origin or religious or philosophical beliefs.

The data collected are stored and managed on systems controlled by Orange Luxembourg SA, 8 rue des Mérovingiens, 8070 Bertrange.

Processing	Activities	Type of data
Customer administration	Customer assistance (proactive and reactive). Billing for services used by the customer. Customer service.	Personal details Usage data Contacts with customer services Technical data Financial data
Safety and security	To guarantee the safety and security of employees and customers at our sales points and in our offices.	CCTV images
Combatting fraud	Identifying and combatting fraud and abuse of customers or third parties.	Usage data Personal details
Managing disputes	Managing billing and payment disputes.	Personal details Financial data
Marketing	Informing customers about new or related products and changes to existing Orange Luxembourg products. Participation in the Orange Luxembourg loyalty scheme, which offers customers benefits and gifts. Carrying out market research. Determining the market segment to which a customer belongs.	Personal details Usage data
Network management	Improving the services offered by Orange and optimising the quality of the network. Assisting customers (proactively or reactively) and in the event of technical problems.	Technical data Usage data

- **Personal details**

Orange Luxembourg collects your personal details when you sign your contract. This information comprises name, address, date of birth, sex, identity card number and email address (optional) and is collected at a sales point, over the internet or by a telesales agent. At a sales point, the salesperson accesses these data from information provided by you.

For what purposes are these data collected?

- To bill for the services provided.
- To contact you if any problems arise.
- To be able to identify you when you contact us with certain questions. Having these data means we can be sure we are providing the information to the right person and that no one

else has stolen your identity.

▪ **Usage data**

Orange Luxembourg collects usage data for each call or internet connection when you use the mobile or fixed phone or internet services. These usage data comprise:

- The recipient, identification of the device, the date and duration of the call or the date of a phone service.
- The duration, destination and consumed volume of an internet session.
- The type, date and cost of paid services, for example parking tickets purchased by text, public transport tickets paid by text, additional television services.

For what purposes are these data processed?

- To enable us to bill you on the basis of your usage.
- Based on the usage data, we can suggest subscriptions or plans that are better suited to the way you communicate and your usage.
- The device's technical data enable us to assist you in (proactively or reactively) resolving problems.
- Detecting and preventing fraud.

▪ **Financial data**

When you sign your contract, Orange Luxembourg collects your account number in order to activate the direct debit. Throughout the duration of the contract, Orange Luxembourg collects your payment data and your payment and top-up history if you are a prepayment customer.

For what purposes are these data processed?

- Monitoring payment of bills.
- To enable us to check you pay for the services and products purchased.
- Using your bank account number, we can link a payment to your customer account if the reference information is missing.

▪ **Contact with customer services**

Orange Luxembourg also retains the history of your communications with customer services or with sales point staff: date, reason for and brief description of the contact. All communications with customer services, such as telephone conversations, email exchanges, posts on social networks and contact forms are also retained.

For what purposes are these data processed?

- To enable customer services to examine whether the complaint has already been made and to offer a more appropriate solution.
- Orange Luxembourg attaches the utmost importance to each customer contact and these data make it possible to optimise services, identify recurring complaints and implement structural solutions.

- **Technical data**

When the mobile networks or services are used, devices generate technical data, including actual download speed, interruptions to the connection, disruption on the infrastructure, etc. All these technical data are also collected.

For what purposes are these data processed?

- The technical data enable our technical teams to help customers resolve problems (both proactively and reactively). These data help determine whether disruption is caused by the network, the device, etc. so that a personalised solution can be offered to the customer.
- Monitoring the quality and performance of the network and the related services, resolving problems and optimising
- performance.

- **Location data**

Every telephone call or internet connection generates location data. These data indicate the antenna or connection point (router, WiFi point, etc.) to which the device is connected. These data are stored temporarily by Orange Luxembourg before being anonymised and used. Orange Luxembourg does not have apps that use location data linked to an individual.

For what purposes are these data processed? These data are not used before they have been anonymised, which removes the link with the customer. Consequently, this information can no longer be associated with an identified or identifiable person.

- **CCTV images**

Orange Luxembourg has had cameras installed in its sales points. The presence of these cameras is always indicated by visual messages.

For what purposes are these data processed?

- The cameras in the sales points are there to ensure the safety and security of both employees and customers.
- The images are only provided to the police if the police request them.
- The images may be viewed by the security agents designated by Orange Luxembourg if fraud by Orange Luxembourg employees is suspected.

- *What about confidentiality of the communications?*

Neither Orange Luxembourg's employees nor its partners have access to the content of your communications made over Orange Luxembourg's network, including the content of telephone conversations, email exchanges or text messages, etc. This information is encrypted while it is transferred over the Orange Luxembourg network. This encryption is a means of protection that aims to preserve the confidentiality of the content of the communication. These data are protected by the secrecy of telecommunications.

Calls to Orange Luxembourg's customer services may be recorded for monitoring purposes and to improve the quality of these services. These recordings may also be used as evidence in commercial disputes.

- *What does Orange Luxembourg do with my personal data?*

Orange Luxembourg uses your personal data to provide the services you have purchased and to tailor those services to meet your needs. More specifically, Orange Luxembourg uses these data to:

- **Assist** you (proactively or reactively).
- **Bill for** the services provided to you and carry out **customer administration**.
- Inform you, through **direct marketing**, of similar products or new products and changes to existing Orange Luxembourg products and services. Orange Luxembourg will provide this information by post, email, text or directly through the call centre.
- To manage the Orange Luxembourg **loyalty scheme** in order to offer you benefits and gifts.
- To carry out **market research**.
- To identify the **market segment** to which you belong.
- **To improve the services** offered by Orange Luxembourg and **to optimise the quality of the network**.
- To identify cases of **fraud** and to combat fraud.
- To ensure the **safety and security** of employees and customers in sales points and in our offices.

Orange Luxembourg complies with protection of privacy legislation when it carries out direct marketing actions.

- *Does Orange Luxembourg use anonymous data?*

We collect aggregated, anonymous technical data to analyse traffic over the Orange Luxembourg network and to optimise Orange Luxembourg's network and services.

Anonymised location data are used to analyse the presence and movements of groups of people; this is only ever done in response to a specific question, for a certain domain and a certain period of time. The analysis is carried out by a third party on behalf of an end user. The end user receives only the final reports and never receives the anonymised data; the anonymised data is destroyed once the analysis is complete.

- *Are personal data transferred to third parties, shared or sold?*

Orange Luxembourg undertakes not to transfer or sell your personal data to commercial partners for any activities other than those described above.

Orange Luxembourg has outsourced part of its call centre, billing services and IT activities. In addition, Orange Luxembourg uses independent commercial agents to provide customer management and advice.

These partners have access to the personal data held by Orange Luxembourg; that access is, however, limited to the scope of the outsourced activities and is controlled by Orange Luxembourg. Some call centre and IT activities have been outsourced to partners situated outside Europe. The personal data are at all times protected and processed in accordance with the standards defined by Orange Luxembourg. Orange Luxembourg has made the necessary arrangements with these partners to be able to comply effectively with the measures.

If you have agreed to publish your telephone number(s) in a telephone directory, some of your personal details will be shared with the publisher of the directory. You can arrange for your number to be removed from the directory from your customer area on the website or by calling customer services. However, there may be a delay before the number is actually removed from the directory.

Orange Luxembourg has a legal obligation to disclose personal details and usage data when asked to do so by the judicial authorities as part of a criminal investigation.

4. Does this also apply to B2B customers?

This data protection policy also applies to each individual customer (end user) of a B2B price plan.

Orange Luxembourg will not contact individual customers (end users) who use a B2B price plan. All contacts will be through the customer's Fleet Manager and the other persons involved in administering the telecommunications contract.

Aggregated, anonymous mobile traffic data and data are used to analyse flows over the Orange Luxembourg network and to optimise Orange Luxembourg's network and services.

5. How are my personal data protected?

Orange Luxembourg has put in place security measures (adequate technical and organisational measures) that are appropriate to the degree of sensitivity of the personal data in order to protect those data against malicious intrusion, loss, alteration or disclosure to unauthorised third parties. These security measures are reviewed at least once a year and adapted if necessary.

Access to Orange Luxembourg's information systems is restricted to persons who require such access for their work.

Orange Luxembourg trains its employees to protect the personal data they use in the course of their work and requires them to comply with the company's ethical rules and standards.

Orange Luxembourg performs controls and carries out audits to verify compliance with those rules.

Orange Luxembourg requires its suppliers to adhere to Orange Luxembourg's security principles. Orange Luxembourg therefore enters into appropriate contracts with its suppliers to ensure their compliance with those security principles.

6. How long are my personal data stored for?

Orange Luxembourg does not store your data for any longer than required for the purposes for which they were collected. Please note that legislation requires certain data to be retained for a limited period.

- Your personal details (name, address, etc.) are retained until 3 years after termination of the contract. These data are used only to identify you as a former customer if necessary.
- Usage data and technical data are retained for 3 years.
- Information relating to contacts with customer services is retained for 3 years.
- For tax reasons, your billing and financial information is retained for 10 years.
- CCTV images are retained for 30 calendar days.
- The last 1500 telephone conversations with customer services are retained.

7. What about the Orange Luxembourg website?

- *Recording personal data*

Orange Luxembourg records personal data communicated on www.Orange.lu in databases owned by the company. These data may be used to process requests submitted via the website (including job applications). Orange Luxembourg may use third parties to carry out market research, marketing or direct marketing actions or to provide certain services through sub-contracting or collaboration contracts. Orange Luxembourg discloses the personal data provided via the website to such third parties only to the extent necessary for the performance of the tasks entrusted to them and only for the purposes of performing those tasks.

When accessing the website and communicating any personal information, the communication is secured by proven, high-security encryption technologies. For this purpose, we use the data encryption techniques previously mentioned in this policy.

- *Does Orange Luxembourg use cookies?*

You can find more information about how Orange Luxembourg uses cookies on the website, at <http://support.orange.lu/fr/legal/politique-confidentialite>

- What about Orange Luxembourg's Myorange app or via selfcare?

The MyOrange app does not collect additional data from the user. Some personal data taken from Orange Luxembourg's IT systems are necessary for the app to function properly. For example, MyOrange must be able to indicate what you have used or which products you have activated. Your personal data are needed to do this. Orange Luxembourg's apps are within the scope of this data protection policy and the data are therefore processed in accordance with this policy.

8. What about Orange Luxembourg's Orange Cloud?

The Orange Cloud app has its own data protection policy, in line with the general policy. All the rights described in this policy also apply to the Orange Cloud app.

9. User profile and automated decisions

Orange Luxembourg uses your usage data to create a user profile for you and to assign you to the correct market segment. Based on this profile, Orange Luxembourg will offer you personalised gifts or propose a better price plan. It is always your decision to accept the gift or price plan or to choose a different price plan. The final decision is always yours and Orange Luxembourg does not take (automated) decisions for you.

As explained in the section “Managing my consent”, you can choose to withdraw your consent to such processing.

Orange Luxembourg has a legal obligation to indicate the best price plan on your bill at regular intervals. Orange Luxembourg must also offer you the possibility, at your request, of sharing your data and usage profile with the telecommunications regulator’s price simulator.

10. What are my rights, as a customer?

Under the privacy regulations, you have a number of rights you can exercise *vis-à-vis* Orange Luxembourg. Requests to do so will always be processed as quickly as possible and, in all cases, within a month. This period may be extended by a further two months if the request is complex or Orange Luxembourg has to process numerous requests. If so, you will be told that your request will take longer to process and the reason for this.

You can exercise your rights by sending a signed and dated request, together with a copy of your identity card, to the Data Protection Officer at Délégué à la protection des données d’Orange Luxembourg, 8 rue des Mérovingiens, 8070 Bertrange or by sending the same information electronically to data.protection@orangeluxembourg.lu. Orange Luxembourg requires a copy of your identity card in order to identify you. This ensures that your data does not end up in the hands of an unauthorised third party.

- *Consulting your data*

You have the right to obtain an overview of your personal data and of the processing carried out on those data by Orange Luxembourg.

You can obtain one copy free of charge. Orange Luxembourg may, however, charge an administration fee for each additional copy you request. The copy will be sent electronically if you submit your request electronically. You can, however, indicate in the request you send electronically that you prefer not to receive the copy in that way.

You can ask for additional information on:

- The purposes of the processing.
- The categories of personal data.
- The persons to whom the personal data are provided.
- How long the data are retained.
- The source of the data if they were not collected directly from you.

- *Rectification of personal data*

You are entitled to have erroneous data rectified and to have incomplete personal data completed. This may be the case where the information is, *inter alia*, incorrect, incomplete or obsolete.

You can amend certain personal data yourself from your customer area on the website or have them corrected by customer services.

- *Deletion of data and right to be forgotten*

You can ask Orange Luxembourg to delete your data if:

- Those data are no longer used for the purposes for which they were collected.
- You have withdrawn your consent to the processing and there is no other legal basis to justify the processing.
- You object to the processing of your data and there is no other justifiable reason for the processing that overrides your objection.
- Your data are being processed unlawfully.
- The data must be erased in order to comply with a legal obligation.

You can only request erasure of your data in the situations described above. Therefore, you cannot ask for your data to be deleted if:

- The data are necessary for compliance with a legal obligation or to perform a task carried out in the public interest.
- The data are required in order to bring, exercise or support legal proceedings.

- *Portability of data*

If the data are processed on the basis of your consent or a contract, you can ask to receive your personal data. You will then be entitled to transmit this information to another data controller. Orange Luxembourg cannot object to this.

- *Objecting to Orange Luxembourg processing personal data for the purposes of direct marketing*

As a customer, you have the right to object to the use of your data for direct marketing or for profiling, which is the basis for processing for the purposes of direct marketing. If you exercise this right, Orange Luxembourg will no longer be able to process these data.

You can do this as follows:

- You can opt out of Orange Luxembourg's direct marketing campaigns or loyalty scheme from your customer area on the website or by calling customer services on the 606 number from your Orange Luxembourg GSM (free) or on 661 061606 from another line

You can also object to the processing of your data on the basis of a legitimate interest of Orange Luxembourg. The processing of the data may, however, continue if Orange Luxembourg is able to demonstrate that there are imperative, justified reasons that override your objection, or that the data are required to bring/exercise/support legal proceedings.

If your data are processed on the basis of consent, you can withdraw that consent at any time. This is dealt with below under the section “Managing my consent”. If the data are processed on the basis of a contract, you can terminate the contract in question.

Any marketing communication will have a link in the email which you can use to unsubscribe. You can also text “stop” to the number from which a text was sent.

- *Managing my consent*

As an Orange Luxembourg customer, you can manage your own consent from your customer area on the website. You can decide which personal details Orange Luxembourg can use and for what purpose. This allows you to make a personalised choice about how your data are processed. You can change your choices at any time.

You can manage consents for all the numbers linked to your contract or for each number separately.

If you are a minor, consent can only be managed by the contract holder.

- *Restricting the processing of personal data*

You can ask for the processing of your data to be restricted, in which case Orange Luxembourg can do nothing with the data except store them. This is possible in the following circumstances:

- You are disputing the accuracy of your data. Processing of the data can be restricted while Orange Luxembourg verifies their accuracy.
- The processing is unlawful and you object to erasure of the data but instead ask for restriction of their use.
- Orange Luxembourg no longer requires the data, but you still need the data to establish, exercise or defend legal claims.
- You object to the processing, but it has yet to be established with certainty whether Orange Luxembourg’s legitimate interests override those of the customer.

Orange Luxembourg must obtain your express consent if it wishes to process the data in any other way than those indicated in this policy.

- *The Data Protection Officer*

The Data Protection Officer is your independent, confidential contact point for questions, comments and complaints concerning personal data processing. The Data Protection Officer can count on the support of all the relevant departments.

You can contact the Data Protection Officer by post at 8 rue des Mérovingiens L-8070 Bertrange or at data.protection@orangeluxembourg.lu.

11. Complaints, comments or problems?

Orange Luxembourg makes its best efforts to protect your privacy and to deal with any complaints as effectively and efficiently as possible. If you have any questions or problems or are worried that your personal data is being misused, you can contact Orange Luxembourg's Data Protection Officer through the following channels:

- By e-mail : data.protection@orangeluxembourg.lu
- By post: Orange Luxembourg DPO 8 rue des Mérovingiens L-8070 Bertrange

If you have any other problems or comments, you can contact the Luxembourg data protection authority by going to the website <https://cnpd.public.lu/fr.html/>. You can also submit a complaint to that authority if you are not satisfied with the way Orange Luxembourg has dealt with your questions or complaint.

12. Glossary

Personal data category	Description
Personal data	Any information concerning an identified or identifiable natural person. An identifiable natural person is a natural person who can be directly or indirectly identified, in particular by reference to an identifier such as a name, identification number, location data, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. No distinction is made between publicly accessible or confidential information or between occupational or non-occupational information.
Personal details	A customer's personal details: name, address, date of birth, sex, identity card number, national register number and email address (optional).
Usage data	Orange Luxembourg collects usage data for each call or internet connection when you use the mobile or fixed phone or internet services. These data comprise: <ul style="list-style-type: none">o The recipient, identification of the device, the date and duration of the call or the date of a phone service.o The duration, destination and consumed volume of an internet session.o The type, date and cost of paid services, for example parking tickets purchased by text, public transport tickets paid by text, additional television services.
Financial data	The customer's account number for activation of the direct debit. The customer's payment data and the payments and top-up history for prepayment customers.
Contacts with customer services	History of the customer's communications with customer services or sales point staff: date, reason and brief description of the contact. All communications with customer services, such as telephone conversations, email exchanges, social media posts and contact forms are

	also retained.
Technical data	When the mobile networks or services are used, devices generate technical data, including actual download speed, interruptions to the connection, disruption on the infrastructure, etc. All these technical data are also collected.
Location data	Every telephone call or internet connection generates location data. These data indicate the antenna or connection point (router, WiFi point, etc.) to which the device is connected.
Encryption or locking	A method by which the data are replaced by other characters which makes it impossible to decipher the information. The process is reversible because the information must be rendered visible using an appropriate decryption key.
Anonymised data	Data that cannot be associated with an identified or identifiable person.
Television information	The information collected about the television channels and programmes the customer watches and the way he or she watches them (live or catch-up).
Internet data	The detailed information collected about websites visited (for example, www.orange.be) and apps used (for example, WhatsApp) during a mobile or fixed internet session.

13. Changes to the data protection policy

You will be informed of any change to Orange Luxembourg's data protection policy by publication of the change on this website. You will be informed personally of any significant change to the policy.

Version 4.1 of October 2019