

Last update 22/06/2009

PAGES JAUNES GROUP CHARTER RELATING TO THE PROTECTION OF THE PERSONAL DATA OF USERS OF ITS WEBSITES AND ONLINE SERVICES

The PagesJaunes group places the utmost importance on protecting your privacy when using its websites and services. It takes all reasonable precautions to guarantee the security of the personal data you supply it with.

The PagesJaunes group recognises that your privacy and the protection of your personal data is extremely important to you and this Charter describes the procedures used by the PagesJaunes group (link to <http://welcome.pagesjaunes.fr/>) to help protect your personal data when using one of its websites or services.

The PagesJaunes group will not use or share your personal data other than as described in this charter or in the consent statement relating to the use of your personal data, displayed prior to your registration on each of the group companies' websites or services.

1. APPLICATION OF THE CHARTER AND APPLICABLE LAW

This Charter (the "Charter") applies to all individuals ("Users") connected to any of the websites published by companies within the PagesJaunes group ("Websites") or to one of the services provided online by a company within the PagesJaunes group ("Services").

The Charter applies purely on the basis of connection to a Website or a Service, whatever the User's connection method, the dissemination mode of the Websites or Services, the countries from which Users connect to the Websites or Services and Users' nationalities.

The Websites and Services, their conditions of use and their processing of personal data are subject to French law.

All use of the Websites and Services must be carried out in accordance with French law and shall be deemed to have taken place on French territory. All access to and/or use of the Websites and Services implies explicit and unconditional acceptance of the Charter.

The Websites and Services are published by PagesJaunes group companies. They are hosted in France. Information about the publisher, the publication manager and the hoster of the present Website or Service can be accessed by clicking here (link to <http://fr.v3.mappy.com/cgu> or to the url of the conditions of use if different)

The Websites and Services may contain advertisements and links to external websites and services that may collect personal data. The Charter does not cover the practices and habits of these external websites and services due to the fact that we have no control over them. We therefore encourage you to refer to the conditions of use of any websites you visit or services you use, since their procedures governing the protection of personal data may differ from ours.

If you are under 16 years of age, please read this information together with your parents or legal guardians.

2. OPERATIONS INVOLVING THE COLLECTION OF PERSONAL DATA

The processing of personal data carried out by the PagesJaunes group has been declared, according to the obligations set out in the French "Data Processing and Civil Liberties" Act no. 78-17 of 6 January 1978, modified by the Act of 6 August 2004. The data you supply on the Websites or when registering for the Services (questionnaires, games, etc.), whatever the method used, is processed according to the provisions of French law, which is the law that applies to the protection of any personal data collected in connection with the Websites and Services. For further information about this law, please visit the CNIL's website (www.cnil.fr).

2.1. Parties responsible for processing and collecting personal data

Each company within the PagesJaunes group is responsible for processing the personal data collected in connection with its Websites or Services.

The identity of the entity responsible for processing can be verified by clicking on the following link: (Link to <http://fr.v3.mappy.com/cgu> or to the url for the conditions of use if different)

2.2. Collection of data when registering on the Websites or for the Services

When registering on a Website or for a Service, you are asked to provide contact details (your email address, for example), sociodemographic information or details of your interests.

We use this information to tell you about the services and products in which you have expressed an interest and which are available on our Websites or in connection with our Services.

After you have registered, depending on the PagesJaunes group company in question, you will receive a welcome email and/or a newsletter about the services offered by this company.

2.3. Collection of data when answering specific questionnaires

PagesJaunes group companies also collect demographic data (information about you, such as your last name, first name, age, address), information about your lifestyle (interests), including when you answer specific questionnaires provided by partners of the PagesJaunes group companies.

This data is used to help the companies within the PagesJaunes group and their partners to send you information by email or post, SMS, telephone, or any other appropriate communication method, about the services and products in which you have expressed an interest and which are available on our Websites or in connection with our Services.

2.4 Collection of data during referral operations

With regard to the Websites and Services, you may be offered a service that allows you to tell your friends and family about our Websites and Services ("Referral").

If you choose to use our future Referral service, we will ask you to provide the email address and name of any contacts you specify. You supply us with this information under your full and entire responsibility and you guarantee to the companies within the PagesJaunes group and their partners that you have obtained your contacts' consent to supply their data.

We will automatically send them a single email message on your behalf inviting them to visit our Websites and sign up for our loyalty programme in order to derive full benefit from our Services.

PagesJaunes group companies store information relating to your contacts for the sole purpose of sending them this single email, on your behalf, and to check the effectiveness of our Referral programme.

Your contacts who receive a message as the result of your Referral can contact us at any time, according to the procedure described in article 6 below, to request the deletion of their information from our database.

2.5 Rules for persons under the age of 16

PagesJaunes group companies inform persons under the age of 16 that if they wish to register for their Websites, use their Services, take part in their games and competitions or receive commercial information, they must inform their parents or guardians and ask them to carry out their registration for the Website or Service in question by completing the required fields.

3. RECIPIENTS OF PERSONAL DATA

3.1 Partners of the PagesJaunes group

When you register for a Website or Service, you can agree to receive offers or targeted messages from partners of the PagesJaunes group.

Consequently, if you have given your consent, the PagesJaunes group may communicate your personal data, as well as any replies you provide in questionnaires or when taking part in sponsored games, to external partners. You can object to this communication at any time, by contacting us by clicking [here](mailto:mappy@mappy.com) (link to [mailto: mappy@mappy.com](mailto:mappy@mappy.com)), or by sending your objection directly to the external partner or sponsor who received your data.

The collection of data by the PagesJaunes group during registrations for external websites or services may lead to the personal data of Members who have taken part in operations carried out by external websites on a PagesJaunes group company Website and/or Service also being held by this external website. Thus, the personal data you supply to PagesJaunes group companies is held by both PagesJaunes group companies and the sponsors of the questionnaires you answer.

3.2 Use of subcontractors

PagesJaunes group companies may use subcontractors and suppliers to provide you with all or part of their Services. In such cases, PagesJaunes group companies will provide these subcontractors and suppliers only with such information as is required to carry out their services on behalf of the PagesJaunes group companies.

We inform you that these subcontractors and/or suppliers may be located in countries outside the European Union, where the laws governing the protection of personal data may differ to those in force in France. In such cases, PagesJaunes group companies shall set up a contractual agreement with their subcontractors and/or suppliers to ensure that your personal data is processed with at least an equivalent level of protection to that required under French law.

3.3 Communication of data at the request of public authorities

With the exception of the cases specified above, PagesJaunes group companies shall not supply your personal data to any third party without your prior consent. However, in certain circumstances, the law may demand the provision of data to the authorities. PagesJaunes group companies shall comply with any such legal request.

4. SPONSORED QUESTIONNAIRES AND TARGETED INFORMATION

4.1 Sponsored questionnaires

By replying positively and by registering for a questionnaire from an external partner which appears on the Websites or Services of PagesJaunes group companies, you agree that this partner may send you information about its products and/or services, selected according to your interests. The information you supply in such questionnaires can be used by PagesJaunes group companies and their partners to send you information and offers by post. If you do not wish to receive these offers, please specify your preference by selecting the appropriate checkbox on the "My Profile" page in the "My Mappy" section.

4.2 Targeted information

Occasionally, PagesJaunes group companies and their partners may contact you with offers and information connected to your interests or to inform you about subjects for which you have requested information, in particular via your mobile telephone. PagesJaunes group companies always ask your consent before carrying out this kind of operation. If you have previously given your consent but no longer wish to receive this kind of information, you can amend your choice in the "My Profile" page in the "My Mappy" section of the Website or Service.

ACCESSING AND MODIFYING YOUR PERSONAL DATA

The data you supply to PagesJaunes group companies is stored as you provided it when registering on a Website or for a Service and when using the Websites and Services. You can correct or update your data at any time by clicking on the following link: (link to My Profile). This page contains the My Profile section where you can modify or update your personal details. (to be determined depending on the user's path)

According to articles 39 and following of the French "Data Processing and Civil Liberties" Act of 6 January 1978, you have the right to access your personal data and can ask us to make the required changes or deletions to ensure that it is correct and up to date. To do this, please contact user support by clicking here (link to [mailto: mappy@mappy.com](mailto:mappy@mappy.com))

5. UNSUBSCRIBING

5.1 Unsubscribing from offers sent by PagesJaunes group companies and their partners.

According to the provisions of paragraph 5, article L.34-5 of the Postal and electronic communications code, you can unsubscribe from the mailing lists for offers sent by PagesJaunes group companies and their partners by clicking on the unsubscribe link contained in any message you receive. Unsubscribing places your account details in a deletion folder and prevents any new emails from being sent by PagesJaunes group companies and/or their partners.

Each email sent by PagesJaunes group companies, either on their own behalf or on behalf of their partners, contains details of how to unsubscribe at the bottom of the page.

5.2 Unsubscribing from the PagesJaunes group companies newsletter

As described above, if you no longer wish to receive our newsletters and promotional messages, you can unsubscribe by following the instructions contained in each newsletter or message.

6. SECURITY AND STORAGE OF YOUR PERSONAL DATA

The Internet is not a 100% secure communication method. Consequently, PagesJaunes group companies cannot guarantee the security of any information you send them over the Internet. PagesJaunes group companies are not responsible for any loss or damage incurred by you or any other person as the result of a breach of the confidentiality of your data during transit over the Internet to the servers of a Website or Service.

PagesJaunes group companies undertake to make every effort to respect the security of your personal data. We use a range of secure technologies and procedures to help protect your personal data from any breach, unauthorised use or publication. For example, we store your personal data on a restricted access information system, located in controlled access premises.

You need to enter the correct password to access your account information. You are responsible for ensuring the security of this password and for making sure that it is not disclosed to other people.

7. TRACEABILITY TOOLS

7.1 Use of cookies by PagesJaunes group companies

A cookie is a small text file stored by a website on your computer's hard disk in order to remember any information you provide about yourself or to store your preferences.

PagesJaunes group companies use cookies when you connect to their Website or Service.

PagesJaunes group companies store your unique identifier and the time of your visit in an encrypted cookie on your hard disk. This cookie allows you to browse between the different pages of a Website without having to log in on each page. PagesJaunes group companies use session cookies to store personal data on our servers. When you disconnect from the Website or Service, these session cookies are destroyed on your computer.

PagesJaunes group companies also use cookies to assist with your browsing on Websites or Services. For example, PagesJaunes group companies can store a cookie containing your login details, which remains after you log off from the Website. This allows you to automatically log in on your next visit. If you are using a public computer, or if you do not wish this information to be stored, you can deselect the "Store my login details" checkbox when logging in or registering and this cookie will not be used.

You can accept or refuse cookies by changing the settings of your Internet browser. For details, refer to the help section of your Internet browser. If you have disabled cookies in your browser, you can still use the Website or Service, but you will no longer be able to automatically log in using cookies.

The functionalities available on the Websites and Services depend on your browser's ability to accept cookies. PagesJaunes group companies retain a trace of visitors to and on the Website or Services. PagesJaunes group companies also use functionalities that enable them to identify what you click on in the messages you receive from PagesJaunes group companies about their Website or their Service. This procedure allows PagesJaunes group companies and their partners to find out more about the reactions of the recipients of their email messages.

7.2 Use of cookies and other technologies by our commercial partners

Some of our partners use a software tool called "Clear Gifs" (or "transparent pixel"). This helps us to manage the Websites and Services more effectively by showing us which advertising content our Users like best. The Clear Gifs technology consists of small graphics with a unique identifier, which act in a similar way to cookies and are used to monitor Users' browsing of a Website or Service. In comparison to cookies, which are stored on the hard disks of Users' computers, Clear Gifs are invisibly embedded on the pages of a website and are similar in size to the full stop at the end of this sentence. In no case do we link the information collected by Clear Gifs to our Users' personal data.

Some of our partners (such as advertisers) use cookies on our Websites and Services. We have no access to or control over these cookies. This Charter only covers the use of cookies by the Websites and Services of PagesJaunes group companies and does not cover usage by third parties.

7.3 Analysis of traffic on Websites and Services

Our Websites and Services use tools to measure and analyse information about visits. To do this, we use your computer's IP address to collect, among other data, Internet traffic data and information about the type of browser and computer you are using.

8. MODIFICATION OF THE CHARTER

The PagesJaunes group may update the Charter, in particular as a result of changes in legislation or further to your comments. In such cases, we will update the last modification date shown in the header and footer of the Charter.

9 CONTACTS

If you have any questions about the Charter, please contact the PagesJaunes group:

- By email at the following address: (single entrance points, write to PagesJaunes with direct link to the form)

- By post at the following address: PagesJaunes Groupe, 7 avenue de la Cristallerie 92317SEVRES CEDEX

Last update 22/06/2009