

# Personal Data and Cookies Charter

Welcome to **the website** <https://reco-indus.studio-lub.eu> (hereinafter referred to as the "Website").

The Personal Data and Cookies Charter (hereinafter "Charter") aims to inform you about your rights that you can exercise regarding the processing of your data and describes the measures that we take to protect these data.

Total Lubrifiants S.A. is the « data controller » with responsibility for personal data processing on **the website**. These processing operations are carried out in accordance with the applicable law.

## 1. Purpose of processing, legal basis, the period of storage and types of data collected

When visiting **the website**, you may need to provide us with personal data such as (eg : first name, last name, email ) in order to benefit from the services offered. You gave us your consent to process your data. You can withdraw your consent at any time without jeopardizing any processing operations that have already been completed, by writing to the following e-mail [MS.CONTACT-LUBRIFIANTSSGCI@TOTALENERGIES.COM](mailto:MS.CONTACT-LUBRIFIANTSSGCI@TOTALENERGIES.COM) or by post to the following address:

Total Lubrifiants S.A.  
Secrétariat Général - Contrôle Interne  
562 avenue du Parc de L'Ile  
92029 Nanterre Cedex  
FRANCE

We will not retain your information for longer than is necessary for our business purposes or for legal requirements. However, please be advised that we may retain some information after you have closed your account with us, for instance if doing so is necessary to meet our legal obligations, such as retaining the information for tax and accounting purposes.

Purpose of the processing	Legal basis	Retention period
Processing operation n°1 Sending notification and/or information (newsletter)	Consent	During subscription period
Processing operation n°2 Audience measurement statistics	Consent	13 months maximum

Your personal data is not further processed in a manner that is incompatible with the purposes described in this charter or under the collection forms.

## 2. Profiling<sup>1</sup>

Total Lubrifiants S.A. uses the profiling, which is essential to enable us to carry out statistical analyses on use of the Service and visit frequency; and to monitor the stability and performance of the App to improve it. You have the right to obtain human intervention in the decision-making and to contest the decision by contacting us at the address mentioned below.

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## 3. Recipients of the data

In order to process your personal data according to the Charter, your personal data may be communicated to one or more of the data controller's departments or to Total Energies Group subsidiaries.

If you leave a comment intended to be posted online, we may be required to publish some of your personal data on the website. Given the characteristics of the internet, namely the unrestricted capture of published data and the fact that it is difficult, or even impossible, to control

<sup>1</sup> Definition of profiling: Any personal data processing operation that uses personal data to evaluate personal aspects relating to a natural person, including to analyze or make predictions about him or her concerning performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements. Article 4-4 of the GDPR. For example: personal data are used to evaluate aspects relating to a person and analyze/make predictions about him or her relating to employment, economic situation, health, reliability, location, etc.

how third parties can use these data, we recommend you not mention your personal data and we inform you that you can object to this publication by contacting us at the address mentioned below.

#### 4. Data transfers

Any transfer of data to a country outside the European Economic Area shall be carried out in accordance with the applicable regulations and in such a way as to protect your data appropriately.

As indicated in the table below, for the purposes of the services provided on this website, you may be transferred to the following recipients located outside the European union.

In order to ensure an adequate level of protection of the personal data being transferred outside the European economic area, Binding Corporate Rules have been adopted.

For data transfers not covered by the BCR, other measures to ensure adequate protection are taken.

#### 5. Data security and confidentiality

The data controller takes appropriate steps to preserve the security and confidentiality of your personal data, including to prevent them from being distorted, damaged or disclosed to unauthorized third parties.

#### 6. Cookies management

A cookie is a file which enables a website to save information relating to your computer's browsing of the **website** to make your visits to the website smoother.

Cookies are text files that are stored on your computer's browser. They allow access to various information about you. Some of them belong to the publisher of the **website** (First party) and some to third parties.

The table below details each cookie.

We enable cookies once you have given your consent, except for technical cookies that are necessary to provide the service you request on **website**.

Type of cookie	Name of cookie	Purpose	Editor	Retention period
Audience measurement	_ga*	measure traffic and analyse user behaviour	Google Analytics	2 year
User connection	gig_*	authenticate a user	Gigya	1 year
Localization	lang	User's language	StudioLub	10000 days
Authentication	refresh_token_v1	authenticate a session	StudioLub	1 month

#### How to withdraw your consent?

On your first connection to **the website**, you will be asked to give your consent to the use of non-essentials cookies and/or to make setting. If you subsequently wish to reconsider your choices, please refer to the help section of your browser software for more information on how to activate and deactivate these functions and refer to the browser's "cookies policy". Please note that you may not benefit from some of the Services if you uninstall a cookie or prevent cookies from being installed on your machine.

- How do you delete cookies already stored on your computer?
  - On your workstation:
  - On the C:\ drive select the Windows folder;
  - Open the "Temporary Internet Files" folder;
  - Select all files (CTRL A);
  - Choose the "delete" option.
- How do you change browser settings to reject or be informed of the storage of cookies?
  - In the Internet Explorer 5 (Microsoft) browser: Select "Tools", and then "Internet Options". Click on the

“Security” tab, then “Custom level” and scroll down to the “cookies” section. Next to “Allow cookies that are stored on your computer” select “Ask” to be notified or “Disable” to decline all cookies;

- In the Internet Explorer 6, 7 or 8 (Microsoft) browser: Select “Tools”, “Internet Options”, “Privacy”, then the level you wish to apply;

- In the Firefox browser: Click on “Tools” and select “Options”. In the “Privacy and security” tab, untick the box “Accept cookies from websites”;

- In the Chrome (Google) browser: Click “Customize and control Google Chrome” and select “Settings”. Under “Privacy and security”, click on “Content settings” and enable “Block third-party cookies”.

## **7. Your rights / Contact**

In accordance with current regulations, you have the right to access, correct, delete your data, and you can also request a restriction of processing. You also have the right to data portability, and to withdraw your consent.

To exercise your rights and question us about your personal data processing, **you can contact** the following e-mail [MS.CONTACT-LUBRIFIANTSSGCI@TOTALENERGIES.COM](mailto:MS.CONTACT-LUBRIFIANTSSGCI@TOTALENERGIES.COM) or by post to the following address:

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If you feel, after contacting us, that your rights have not been respected, you can lodge a complaint with the competent supervisory authority.