

website, without selection or study, based on the specific requests provided by the Customer.

Articles of association, convocations and minutes of the general meeting or any other legal act, must be confirmed as suitable by a lawyer appointed by the Customer.

This communication and confirmation by a lawyer or chartered accountant is under the exclusive control and responsibility of the Customer. It is not the responsibility of GLOBE SERVICES to check or ask whether the Customer has carried out these steps.

GLOBE SERVICES may, if the Customer so requests, appoint a lawyer to do so, whether this lawyer has been chosen by the Customer or is one of GLOBE SERVICES' recommended lawyers.

If this is not the case, the Customer must take responsibility for the verification of these documents by a lawyer or assume sole responsibility for their failure to do so.

4.1.2 - As part of the Services, GLOBE SERVICES will assist or represent the Customer with the Registry of the Commercial Court concerned and/or the tax authorities, in particular for the completion of the administrative formalities requested by the Customer (establishment, change of registered office, name, etc.) .

The Customer expressly gives GLOBE SERVICES the mandate to carry out these administrative procedures.

4.1.3 - Each form and warrant must be confirmed by the Customer before being sent or carried out, and the Customer shall therefore be solely responsible for any erroneous information contained therein before validation, and for any delay attributable to this confirmation period.

Article 4.2 - CONFIDENTIALITY

GLOBE SERVICES will ensure the highest level of confidentiality to all information that may be transmitted to it by the Customer or by the end customers during the execution of a Service.

For the purposes of this Protocol, "Confidential Information" shall mean any information or data of any kind, whether oral, written or in electronic form.

The determination of the confidential nature of the "Confidential Information" may result, in particular, from the affixing of any appropriate confidentiality notice on the documents in which such "Information" appears.

Confidential Information does not include information:

- which was in the public domain at the time of its disclosure or communication, without this being the result of a breach of this undertaking, or which will subsequently fall into the public domain, without either Party having been responsible for its disclosure;
- lawfully received from a third party, without restriction and established by GLOBE SERVICES (or to authorise GLOBE SERVICES to use the carrier of their choice with the only criterion being the cheapest rate). Unless changed via the personal space, this carrier will be used routinely for future shipments. The shipment will take place at the address indicated by the Customer when requesting the shipment.

A confirmation email will be sent to the Customer indicating: the references of the package sent, the shipping address, the mode of transport selected, and a tracking number when provided by the carrier.

5.2.2 - Receipt and forwarding of customer returns: in the event that a product is received as a customer return, it will be forwarded to the Customer *via* the carrier that they have appointed for this purpose.

without this resulting from a breach of this undertaking, insofar as the third party has not itself breached an obligation of confidentiality towards one of the two Parties;

- which was lawfully in the possession of either Party before or at the time of its disclosure, it shall be for that Party to prove this.

Article 4.3 - TARIFF CONDITIONS

The Services are invoiced on a fee-for-service basis, in accordance with the pricing conditions in force at the time of subscription to the Service.

5 - LOGISTICS SERVICES

Article 5.1 - Pricing conditions

5.1.1 - Prices: The price conditions for each of the subscriptions and transport costs are listed on the website at:

<https://www.french-office.fr/french-office-accueil/services-french-office/presentation-domiciliation-courrier/domiciliation/tarifs-de-domiciliation-entreprise/>

<https://www.french-office.fr/telephonie-virtuelle/ligne-voip-tarifs/>

<https://www.french-office.fr/img/tarifs-courriers.pdf>

<https://www.french-office.fr/french-office-accueil/tarifs/tarifs-logistiques/>

<https://www.french-office.fr/french-office-accueil/comparateur-transporteurs/>

The Customer is informed that some prices are fixed. These packages are based on a maximum volume of processing.

GLOBE SERVICES cannot establish in real time where package limits have been exceeded, for every option and every customer. The Customer must therefore be particularly vigilant, *via* their customer area, about the volume used in order to be able to anticipate the additional cost that this volume will generate in the event of exceeding the limit.

Unused volume within the package will not be reimbursed.

Ad hoc services, i.e. not included in the subscription, such as pallet *dispatch* or consolidation, for example, shall also be invoiced at the rate applicable on the day it is requested by the Customer.

Article 5.2 - Storage, forwarding, scanning (mail) and consolidation (parcels)

5.2.1 - Shipping: Before any shipment, if they have not already done so, the Customer will be asked to select a default carrier from a list pre-

GLOBE SERVICES may proceed, at the request of the Customer, to check the condition of the products received by taking a photograph.

5.2.3 - Physical storage: If not forwarded, the products and packages are stored by GLOBE SERVICES for the duration of the Contract. The Customer is informed that this storage is subject to the volume conditions set out in the commercial conditions indicated on the website for the subscription taken out.

The customer also accepts that it is expressly forbidden to have GLOBE SERVICES receive, store or return any product containing an illegal, unregulated, chemical, explosive or more generally dangerous product, requiring special storage conditions (temperature, etc.), or one containing live animals or plants.

5.2.4 - Consolidation: At the request of the Customer, or as an option, GLOBE SERVICES can proceed open, consolidate and forward packages already received and stored by GLOBE SERVICES.

Despite all the care taken by GLOBE SERVICES, this operation may require the removal of protection (bubble wrap, foam, etc...) used by the sender. Professional Customers shall understand that this consolidating operation will be carried out under their own sole responsibility.

5.2.5 -Dispatch: GLOBE SERVICES can receive pallets, or parcels containing smaller packages, and send them separately to end customers designated by the Customer.

Dispatch is only possible if the parcels to be sent have been previously packaged by the Customer, otherwise a *pick pack* service will be invoiced.

5.2.6 Shipping vouchers - e-logistics: the Customer is able to print transport vouchers via the GLOBE SERVICES website for the preparation of return shipments, dispatches or consolidation.

The customer is informed that these shipping vouchers, which must in any case be provided to GLOBE SERVICES, are completed under the sole responsibility of the Customer who is responsible for checking their conformity.

The Customer can follow the status of their shipments as well as the management of the stocks available at GLOBE SERVICES via their personal space. The Customer is informed that the personal space cannot be updated in real time. Therefore, differences may exist

between the information in the personal space and the actual situation. GLOBE SERVICES and the Customer accept that there may be a 48 hour delay between each update.

Article 5.3 - Insurance

GLOBE SERVICES is committed to the utmost vigilance as regards the security and integrity of the products and packages received and/or sent on behalf of the Customer. However, GLOBE SERVICES has no knowledge of the content and importance of the content of these products and packages.

Consequently, the Customer undertakes to expressly inform GLOBE SERVICES of any product or parcel whose value they consider requires special attention in relation to any loss, damage, delay etc. The Customer commits to requesting GLOBE SERVICES for an ad hoc increase of their insurance limit, and to paying the extra cost, or failing that, to abandon the sending/receiving of the mail or parcel concerned.

The Customer is aware that any breach of the above obligations will incur liability. In the event, the professional Customer shall exonerate GLOBE SERVICES from any liability for the part of the damage exceeding the aforementioned ceiling.

Article 5.4 - PRICING CONDITIONS

The Services are invoiced on a fee-for-service basis, in accordance with the pricing conditions in force at the time of subscription to the Service. Prices are quoted exclusive of VAT (at the rate applicable on the day of invoicing) without charges and in euros.

ANNEX 1 - WITHDRAWAL FORM

GLOBE SERVICES

350 Chemin du Pré Neuf
38350 LA MURE

BY REGISTERED SIGNED FOR LETTER

First name and surname of consumer:

Address:

Postal code - City

Date of signature of the contract:

Dear Sir or Madam,

I hereby inform you that I wish to exercise my right to withdraw from the contract signed with GLOBE SERVICES (LE COURRIER DU VOYAGEUR) within 14 days.

With thanks,

Yours sincerely

Signed at:

Date:

ANNEX 2 - GDPR SUBPROCESSING - INFORMATION

The purpose of this contract is to define the conditions under which GLOBE SERVICES, in its capacity as subprocessor, undertakes to carry out on behalf of the Customer, in its capacity as data controller or direct subprocessor of the data controller, the personal data processing operations defined below.

The concepts of subprocessor and controller are taken here in the sense given to them by Regulation (EU) 2016/679 of the European Parliament and

1.2 - The Data processed is all the data provided by the end customers required to make an appointment and to issue

of the Council of 27 April 2016 applicable from 25 May 2018 (hereinafter, GDPR).

As part of their contractual relations, the Parties undertake to comply with the regulations in force applicable to the processing of personal data and, in particular, the provisions of the GDPR.

Definitions

" *Personal data* " (hereinafter "Data") means any information relating to an identified or identifiable natural person. An "identifiable natural person" is one who can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, location data, an online identifier, or one or more factors specific to his or her physical, economic, cultural or social identity.

" *Controller* " (hereinafter "Controller") means the natural or legal person, public authority, agency or other body which alone or jointly with others determines the purposes and means of the processing; where the purposes and means of such processing are determined by European Union law or the law of a Member State, the controller may be designated or the criteria for such designation may be determined by European Union law or by the law of a Member State.

" *Sub-processor* " (hereinafter "Sub-processor") means the natural or legal person, public authority, department or other body which processes personal data on behalf of the controller.

" *Data subject* " means any person who can be identified, directly or indirectly, by means of an identifier or one or more specific elements relating to his or her identity.

" *Personal Data Breach* " means a breach of security resulting in the accidental or unlawful destruction, loss, alteration or unauthorised disclosure of personal data transmitted, stored or otherwise processed, or the unauthorised access to such data.

1 - DESCRIPTION OF OPERATIONS SUBJECT TO SUBPROCESSING

1.1 - GLOBE SERVICES is authorised to process the data necessary for the provision of the services on behalf of the Customer.

The purposes of the processing are:

- Management of bookings and appointments for the Customer
- Issuing quotations on behalf of the Customer

- Management of associated services (invoicing, etc.) .
- Sending / receiving / forwarding
- Statistical analyses and reports of quotations

1.2 - The Data processed is all the data provided by the end customers required to make an appointment and to issue quotations without GLOBE SERVICES having exact knowledge of the nature and volume of the data entered.

The Customer shall provide GLOBE SERVICES with a precise and exhaustive list of the information necessary to make an appointment and to draw up a quote, taking into account the imperatives of limiting and justifying the data requested.

The Customer therefore undertakes to inform GLOBE SERVICES of the existence of any sensitive data, as well as of any information concerning it (nature, processing, legal basis, etc.).

The categories of persons concerned are the Customer's end customers.

1-3 - The contact data (email, telephone number) will be used within the framework of the execution of the Contract and, in the legitimate interest of GLOBE SERVICES, may be communicated to third party administrative subcontractors (chartered accountant, lawyer, etc.).

2 - DURATION OF THE CONTRACT AND RETENTION OF DATA

The present contract comes into force on signature and for the whole duration of the execution of the services by GLOBE SERVICES.

The data collected will be gradually deleted at the end of the contract between the Customer and GLOBE SERVICES.

All the data scanned on behalf of the User (mail, documents, etc.) will be deleted within six months after the end of the Service, unless the natural person concerned requests GLOBE SERVICES to delete it earlier.

Contact details (email, etc.) concerning the Customer may be kept for five years for evidential purposes.

3 - OBLIGATIONS OF GLOBE SERVICES TOWARDS THE CUSTOMER

GLOBE SERVICES undertakes to:

- process the Data only for the sole purpose(s) that is/are subject to sub processing
- process the Data in accordance with the instructions provided in writing by the Customer. If GLOBE SERVICES considers that an instruction constitutes a violation of the European Data Protection Regulation or of any other provision of Union law or of the law of the Member States relating to data protection, it shall immediately inform the Customer.
- In addition, if GLOBE SERVICES is required to carry out a transfer of Data to a third country or to an international organisation, under EU law or the law of the Member State to which it is subject, it must inform the Customer of this legal obligation prior to processing, unless the law concerned prohibits such information on serious public interest grounds;
- guarantee the confidentiality of the data processed as part of the current Contract;
- ensure that those authorised to process data under this contract: undertake to respect confidentiality or are subject to an appropriate legal

obligation of confidentiality receive the necessary training in the protection of personal data;

- take into account, with regard to its tools, products, applications or services, the principles of data protection by design and by default

GLOBE SERVICES is committed to ensuring that its employees comply with these obligations and that they do not access, alter, modify or delete any Data to which they should not have access by virtue of their position within the company.

4 - OBLIGATIONS OF THE CUSTOMER TOWARDS GLOBE SERVICES

The Customer undertakes to:

- only collect, communicate and/or process, or solicit the collection, communication and/or processing by GLOBE SERVICES of data that is relevant to the intended purpose;
- document in writing any instructions regarding the treatment of data by GLOBE SERVICES;
- ensure, beforehand and throughout the processing, that the obligations under the GDPR on the data controller, if the latter is not the Customer, are observed.
- supervise the processing, including carrying out audits and inspections with GLOBE SERVICES;
- enable GLOBE SERVICES to be able to comply with its obligations under the GDPR (effectiveness of rights exercised by data subjects, etc.) .

5 - SUBPROCESSING

GLOBE SERVICES may engage another processor (hereinafter, "Third Party Subprocessor") to carry out specific processing activities. In this case, it shall inform the Customer in advance and in writing of any proposed changes concerning the addition or replacement of other subprocessors. This information should clearly indicate the processing activities subcontracted, the identity and contact details of the third party subprocessor and the dates of the subcontract.

The third party subprocessor is obliged to fulfil the obligations of this contract on behalf of and according to the instructions of the Customer or GLOBE SERVICES. It is the responsibility of GLOBE SERVICES to ensure that the third party subprocessor provides the same sufficient guarantees regarding the implementation of appropriate technical and organisational measures so that the processing meets the requirements of the GDPR. If the third party subprocessor does not fulfil its data protection obligations, GLOBE SERVICES shall remain fully liable to the Customer for the fulfilment by the third party subprocessor of its obligations.

The Customer is informed that GLOBE SERVICES already uses the following categories of subcontractors on the day of signing the present contract:

- Hosting companies
- IT security provider
- Administrative, accounting and legal services.

6 - RIGHT TO INFORMATION OF THE DATA SUBJECTS

It is the Customer's responsibility to provide information to the data subjects of the processing operations at the time of collection of the data, whether the data subjects are employees, customers of the Customer or third parties.

Where GLOBE SERVICES acts as a subprocessor, the Customer is informed of its obligation to inform the data controller of their own duties with regard to the GDPR, as regards the persons whose data will be processed.

7 - EXERCISE OF INDIVIDUAL RIGHTS

As far as possible, GLOBE SERVICES shall assist the Customer in fulfilling their obligation to comply with requests to exercise the rights of data subjects: right of access, rectification, erasure and objection, right to limitation of processing, right to data portability, right not to be subject to an automated individual decision (including profiling).

When the data subjects make requests to GLOBE SERVICES to exercise their rights, GLOBE SERVICES must send these requests as soon as it receives them by email to the Customer at one of the email addresses provided by the latter.

If the Customer does not object within 5 working days, GLOBE SERVICES will, if it deems it necessary, proceed to the communication of the information requested by the party concerned, or to any exercise of the rights which may be requested (access, deletion, etc.) .

Right to object: In accordance with the regulations in force, the data subject may exercise their right to object to the use of their personal data by GLOBE SERVICES.

Other rights: the data subject may also exercise their rights of access, rectification and deletion of personal data regarding them with GLOBE SERVICES. They may also define, modify and revoke at any time directives concerning the retention, deletion and communication of their data after their death.

GLOBE SERVICES also informs the user that they can withdraw their consent to the processing of their personal data at any time. As a result of the withdrawal of consent, and in the event that there is no other legal basis for processing your data, your data will be deleted.

All these rights can be exercised by writing to the following address GLOBE SERVICES 350 Chemin du Pré Neuf, 38350 LA MURE.

Finally, in the absence of an amicable solution, the data subject may lodge a complaint with the Commission Nationale de l'Informatique et des Libertés.

8 - TRANSFER OUTSIDE THE EU

The Data is not transferred outside the European Union, and is hosted in France.

9 - NOTIFICATION OF BREACHES OF PERSONAL DATA

GLOBE SERVICES shall notify the Customer of any breach of personal data within a maximum of 24 hours of becoming aware of it and to one of the contact addresses used for the execution of the contract. If this time period is longer than 48 hours, the Subprocessor must give reasons for the delay to the Customer.

The Subcontractor is obliged to justify to the Customer the time period between the actual data breach and the knowledge of the breach.

This notification shall be accompanied by any useful documentation to enable the controller, if necessary, to notify the CNIL of the breach

The notification shall contain at least:

- a description of the nature of the data breach including, if possible, the categories and approximate number of persons affected by the breach and the categories and approximate number of data records affected;
- the name and contact details of the Data Protection Officer or other contact point from which further information can be obtained;
- a description of the likely consequences of the data breach;
- the description of the measures taken or proposed by GLOBE SERVICES

to remedy the personal data breach, including, where appropriate, measures to mitigate any negative consequences.

If it is not possible to provide all this information at the same time, the information may be provided in a staggered manner, without undue delay.

10 - ASSISTANCE OF GLOBE SERVICES IN THE FULFILMENT OF THE CUSTOMER'S OBLIGATIONS

GLOBE SERVICES shall assist the Customer, or where applicable the data controller, in carrying out impact analyses relating to data protection. GLOBE SERVICES shall assist the Customer in carrying out the prior consultation with the supervisory authority.

11 - DATA MIGRATION

11.1 - At any time during the execution of the contract, at the request of the Customer, as well as in case of expiry or termination of all or part of the Contract for any reason whatsoever, GLOBE SERVICES undertakes to carry out the operations that will allow the Customer, or a third party to take over the Data in the best conditions in order to migrate it to any other system of their choice.

Transferability operations will include:

- the return of all the data which is the property of the Customer and resulting in particular from the implementation of the sub processing, whether these elements are archived or not, in Excel format.
- The communication to the Customer of all the necessary information in order to implement the transferability operations;

11.2 - During the execution of the contract and/or at the end of the

contract, GLOBE SERVICES undertakes to destroy the Data, on the instructions of the Customer, within a maximum period of 6 months.

The return must be accompanied by the destruction of all existing copies in the information systems of GLOBE SERVICES.

Connection and contact data will be kept for a period of 2 years.

12 - DATA PROTECTION OFFICER

GLOBE SERVICES shall inform the Customer of the name and contact details of its data protection officer, if it has appointed one in accordance with Article 37 of the GDPR.

13 - REGISTER OF PROCESSING ACTIVITY CATEGORIES

GLOBE SERVICES declares to keep a written record of all categories of processing activities carried out on behalf of the Customer in accordance with the European Data Protection Regulation.

14 - DOCUMENTATION

GLOBE SERVICES shall make available to the Customer, at its registered office, the documentation necessary to demonstrate compliance with all its obligations and to allow audits, including inspections, to be carried out by the Customer or another auditor appointed by the Customer, and to contribute to these audits.

(*) Liste des pays pour les transferts d'appels

Ligne fixe
avec transfert
sur mobile Français

31.90€

non inclus

Maximum 30 hrs/mois

non inclus

Sans config. de votre part

non inclus

41€ pour mise en place

Ligne fixe
Softphone sur mobile
Appels Sortants

44.25€

non inclus

illimités

inclus

Appli softphone sur mobile

non inclus

74€ pour mise en place

Ligne fixe
Softphone
Call-Center si absence

94.15€

Inclus

illimités

inclus

Appli softphone sur mobile

15 appels/mois

74€ pour mise en place
+15€ si annonce

Tous les tarifs téléphonie ci-dessous sont exprimés €HT.

Lorsque vos appels dépassent les offres proposées ci-dessus, nous vous envoyons un tarif adapté.

Je m'inscris

DÉTAILS CONTRACTUELS SUR LES LIGNES VOIP

Pour mieux comprendre les services liés à la téléphonie que nous offrons ainsi que les tarifs associés, nous vous invitons à prendre connaissance du tableau ci-dessous. Tous les tarifs sont exprimés €HT.

Numéro téléphone

Attribution d'un numéro

Vous pouvez avoir les besoins suivants en téléphonie :

- Numéro VOIP
- Transfert d'appel
- Répondeur lié à un email
- Service de fax
- Equipement d'un standard téléphonique avec plusieurs numéros
- Accueil téléphonique

Dans tous ces cas, nous vous attribuons un numéro de téléphone Français (ou plusieurs) en 09 ou en 04.

Mise en place

Il faut compter 48 heures pour avoir un numéro de téléphone ou de fax Français.

Pour la mise en place d'un numéro de fixe sur votre mobile, comptez 48hrs

Pour l'offre d'un équipement de standard téléphonique dématérialisé avec plusieurs lignes, comptez 4 jours.

Données

Dans le cadre d'une ligne **VOIP**, **répondeur**, ou **fax**, vous recevez les identifiants qui vous permettent de connecter votre service.

Contrat

A la minute



Numéro fixe sur portable



Pour du télésecrétariat