

Privacy notice Parnasse application

Orange processes your personal data and allows you to exercise your rights in accordance with the terms of its personal data protection policy, which can be accessed on the following page: [Personal data | Parnasse | Orange's bespoke brand](#)

The purpose of this privacy notice is to inform you of how Orange, as the data controller, its subcontractors and partners process your personal data, in particular through the Parnasse mobile application (hereinafter "the Application").

1. WHAT IS THE PARNASSE APPLICATION?

Exclusive to Members, the application allows you to easily manage your offers and services: change your mobile plan according to your destinations, monitor your data usage, sign up for an Exceptional Experience or contact the Parnasse Desk 24 hours a day, every day of the year.

2. WHAT DATA IS PROCESSED?

Parnasse only processes data that is relevant and required for the indicated purpose. Personal data collected by the Application is grouped into the following categories:

Identification data	Identity (full name, nickname), administrative credentials (identity card, passport, ID card or passport number, SIREN, tax ID, Kbis, etc.), credentials issued by a non-administrative third party (Facebook account, Twitter, etc.)
Personal life	Interests, marital status, household composition, lifestyle, customer declaring that they have an offer with a competitor
Professional history	Job, work organization
Personal characteristics	Title, date and place of birth, date of death, nationality, legal safeguards, customer on a social tariff, physical characteristics, photo or avatar, proxy, signature
Contact data	Postal address, email, telephone number

Location data	Geographic location of the person or equipment associated with a person
Login data, service usage data and interaction data	Login and usage logs, traffic data, service report, equipment owned, technician appointment, contents of a request sent to Parnasse, facts in dispute as part of a complaint or legal case, case references, case start and end date, comments on case description and follow-up...
Content data	Sound, image, video, names of stored files and file arrangement
Economic and financial data	Financial identification, economic, tax and accounting data, payment history
Products and services owned or used	Offers and options held, equipment owned, settings, content purchased, applications downloaded
Customer segment, scores and profile	Marketing segment and score, customer satisfaction indicator, whether the customer makes payment or not and potential recovery plan, fraud risk score

Some data processed by Parnasse is collected indirectly: through cookies and trackers placed or read on your device and through SDKs (development kits). These are technologies that perform read and write operations on your device in order to store information about your equipment or activity. You can find our Cookie Policy here: [Cookie Policy | Parnasse | Orange's bespoke brand](#)

2. WHY DOES PARNASSE PROCESS YOUR DATA?

Your data is processed by Parnasse for specified, explicit and legitimate purposes.

PURPOSE OF PROCESSING	DESCRIPTION	APPLICABLE LAWFUL BASIS
Bill and collect payments	<ul style="list-style-type: none"> → Provide an overview of your usage → Calculate and bill for the offer or purchase → Send and explain the bill → Collect payment 	Contract fulfillment

Sign in to an <i>Orange</i> service or a third-party service via the Mobile Connect service		
Deploy and operate products and services	<ul style="list-style-type: none"> → Provide the customer with analysis reports for their usage or offers → Operate services → Allow the customer to manage configuration of their products and services 	Contract fulfillment or legitimate interest
Manage the order	→ Gather and manage the information needed for the order	Contract fulfillment
	→ Manage order status: validation	
	→ Deliver and install the order	
Communicate regarding customer management	→ Target and send the communications needed for contract fulfillment to customers	Legal obligation and contract fulfillment
Analyze the uses of products and services to make proposals to the customer	→ Analyze the customer context, identify potential needs and make proposals	Consent, contract fulfillment or legitimate interest
Organize events and activities	→ Provide information and interact around Parnasse news	Legitimate interest or consent
	→ Organize in-person events (event, seminar...)	Contract fulfillment, legitimate interest
	→ Propose and sell offers from Orange and its subsidiaries: present offers, manage business and contract documents	Consent and contract fulfillment

Ensure the security of information technologies	<ul style="list-style-type: none"> → Monitor usage and detect abnormal behavior when using application services → Audit and assess vulnerabilities → Protect data and control access and usage of applications and services → Anonymize personal data 	Legitimate interest
Avoid fraud and protect sales	<ul style="list-style-type: none"> → Estimate and prevent risks of customer payment default 	
Survey customers or users	<ul style="list-style-type: none"> → Measure the quality of an action following a customer request → Improve customer insight through customer surveys 	
Improve our offer and customer relations	<ul style="list-style-type: none"> → Measure, categorize and understand customer requests and survey responses to scale and improve the customer relationship and to improve our products and services → Measure, understand and improve the performance of customer journeys → Improve customer satisfaction → Analyze our sales to adapt our offers, products and services → Improve customer insight through studies → Make analysis tools and data available internally to improve our customer relations 	
Organize direct marketing operations	<ul style="list-style-type: none"> → Carry out marketing operations → Prepare and send written marketing communications 	
Identify a customer via their account using the Orange ID service		Legal obligation
Archive accounting data		

Manage data subject requests to exercise their rights	→ Receiving complaints, claims and/or requests to exercise rights	Legal obligation
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3. HOW LONG IS YOUR DATA KEPT?

Your data will be stored for the periods described in the Parnasse Personal Data Protection Policy mentioned at the beginning of this notice.

4. WHO ARE THE DATA SUBJECTS?

The data subjects are Parnasse Members and users of the Application.

5. WHO RECEIVES YOUR DATA?

Processed data is sent to **Parnasse internal services (including your coaches) and its subsidiaries**: only authorized employees who need access to your data for their job can access it.

Depending on the offer, processed data might be sent **to Parnasse subcontractors**: in this case, Parnasse only sends your data to subcontractors with which Parnasse has concluded a contract through which they guarantee their commitment and provide guarantees regarding their ability to meet security and confidentiality requirements, and respect all legal and regulatory obligations in terms of personal data protection.

Processed data might also be sent to **Parnasse partners**, both public and private: these are situations where partners are involved to provide additional offers or services. This might also include processing for which you are asked to provide consent; information will be made available before gathering your consent.

Finally, the processed data may be sent **to the competent authorities**, at their request, as part of legal proceedings, as part of legal research and requests for information from the authorities or in order to comply with other legal obligations. Finally, it may be sent **to third parties authorized through a court decision**.

6. IS YOUR DATA PROCESSED OUTSIDE THE EU?

The personal data collected may be processed outside the European Union. In this case, Parnasse takes the necessary measures with its subcontractors and partners in order to guarantee an adequate level of protection for your personal data, in line with applicable regulations.

If the subcontractors and partners in question are not located in a country with legislation considered to offer an adequate level of protection, they will have signed the 'standard contractual clauses' of the European Commission or will be subject to binding internal rules approved by the authorities. If the law of the third country does not offer protection that is equivalent to the protection offered by the European Union's regulations, Parnasse ensures it will implement additional measures adapted to the processing.

8. WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXERCISE THEM?

You have the right to access, rectify, delete and limit the processing of your data, as well as the right to data portability. You can also give instructions on the retention, deletion or disclosure of your data after your death.

You may exercise your rights in accordance with the Parnasse Personal Data Protection Policy mentioned at the beginning of this notice or by writing to the following address:

desk@parnasse.fr.

9. DATA PROTECTION OFFICER'S CONTACT DETAILS:

You may also contact the Data Protection Officer at Orange with any questions concerning the protection of personal data:

- by e-mail: group-dpo.donnees-personnelles@orange.com
- by post:
Orange SA
For the attention of the Data Protection Officer
111 quai du Président Roosevelt
92130 Issy-les-Moulineaux

10. MODIFICATION OF THE DATA PROTECTION POLICY

This Personal Data Protection Policy may be subject to change. Last updated on 05/05/2025.