

Privacy Policy

Last updated 24 August 2021

When using our services, you entrust us with your most personal information. We understand this is a big responsibility and work hard to protect your information and put you in control.

This Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can update, manage, export, and delete your information. Please read carefully this policy in order to understand how we handle your personal data. Please visit this section regularly as the policy may be subject to change or update. Any significant changes to this policy will be notified. By using this website, you agree to the collection, processing, and transfer of your data as described in this privacy policy.

In addition to this policy, please read our [Cookie Policy](#) and our [Terms and Conditions](#).

The information collected on our platform is subject to the General Data Protection Regulation 2016/679 (Regulation (EU) 2016/679), also known as the GDPR, and the E-Privacy Directive (2002/58/EC).

Should you need any additional information on how we use your personal data, you can write us using the [Contact page](#) or you can send an email at privacy@goomeo.com

Who are we

GOOMEO SAS (hereinafter referred to as Verticals, we, us, our, the platform, or the website) is a company registered in France under company number 523698215.

Registered address: 12 Rue Bernard Lathiere 87000 Limoges, France.

Address: 1 Avenue d'Ester – Pars ESTER TECHNOPOLE 87280 Limoges, France

VAT number: FR13523698215.

Contact details

E-mail: contact@goomeo.com

Website: www.goomeo.com

Using our online platform

Accessing or using any part/function of our website, you agree to accept and comply with the terms, conditions and policies mentioned and/or available through hyperlink and you admit having the minimum legal age according to the applicable national law. If you do not accept the terms,

conditions and policies set forth in this documentation, then you should not continue to access our website and/or use our services.

Where do we take your data from

Generally, the personal data we collect is provided by you through email, on the website, through your account, on social media, during your visits to our headquarters, or provided by the meeting host that invites you to a call.

We can also receive your personal data from legal persons you represent in relation to GOOME SAS, in case you are, for example, named as a contact person or legal representative. In all cases where we receive your personal data from a legal person, the legal person has the obligation to inform you in this regard.

Occasionally, when we are conducting a recruitment process, we may collect your data from specialized online platforms (eg LinkedIn) or from the information you send us through our contact form or by email (including your CV).

In addition, when you interact with us on social networks (i.e. likes, shares, comments, reviews, etc.), we will inevitably have access to your information, especially data that you have made public on your social media profile.

How do we use your personal data

Please find below the purposes for which we process your data, the persons who have access to your data, and how we store it.

1. We collect your data when you interact with us using the contact details available on our website or on social media

If you interact with us using the contact details available on the contact page or through the messenger of social networks (i.e. for information, feedback etc.), we will use your contact details and the data you provide us in order to handle your request, to assess the satisfaction of our customers and to continuously improve the services we offer.

Personal data

Last name, first name, phone number, email address, data you made available on your social media account and any other data you voluntarily send us.

Lawfulness of processing

- We process your data in order to answer your request before concluding a contract (Art. 6/1/b of Regulation (EU) 2016/679)
- Pursuing our legitimate interest to answer any questions, complaints, or recommendations you send us, and to improve the services and experience we offer to our customers (Art. 6/1/f of Regulation (EU) 2016/679)

Who can we share your data with?

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- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: Webflow, Twilio, AWS, Sentry, Cloud Converter Sendinblue.
- Social media platforms: Facebook, Youtube, Twitter, LinkedIn
- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

If you do not have an active account, we will store your data in our communication database for a maximum of 12 months after our last interaction.

Data transmitted through social media networks will be stored by them according to their policies.

Where is the data stored

The data registered through our website will be stored on the hosting provider's servers, located in the EU and the United States of America.

Data transmitted through social media networks will be stored by them according to their policies.

Data we download locally will be stored on our secure, local and cloud servers.

2. We collect your data when you open an account on our platform

We use this information to facilitate your full access to our website. Without the processing of these personal data, running and operating a Verticals account is impossible.

By registering an account on our platform, you will be able to:

- Personalise your sales environment;
- Have online meetings which will direct the consumers to sales.

Personal data

Your full name, phone number, your email address, company name

Lawfulness of processing

We process your data pursuing our legitimate interest, namely, in order to ease your access to our products on the platform and to all the available benefits, such as personalise your sales environment, have online meetings which will direct the consumers to sales in one place (art. 6/1 / f GDPR)

We also process your data in order to perform a contract(Art. 6/1/b) GDPR)

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer

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relationship management systems: AWS, Sendinblue, Salesforce, Hubspot, Pipedrive, ZohoCRM

- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

We will keep your data in your account as long as you decide to keep the account open and maximum 3 years after the last authentication.

Where is the data stored

The data registered through our website will be stored on the hosting provider's servers, located in the EU and the United States of America.

Data we download locally will be stored on our secure, local and cloud servers.

We recommend you to follow these guidelines when choosing a password:

- Include both uppercase and lowercase letters (for example a-z and A-Z).
- Include numbers and special characters (e.g. ! @ # \$ % ^ & * () _ + = } { : " ? > <)
- Include at least six alphanumeric characters.
- Do not use a word in any language, jargon, dialect, etc.
- Do not use personal information, last name, etc.

3. We collect your data when you complete the user profile

Once a user has created an account on the Platform, he/she has the possibility to voluntarily complete the details of his/her profile, by adding information about the company to personalize the account, or by adding other team members. In addition, you can also integrate your Salesforce, Hubspot, Pipedrive, ZohoCRM, Google Suite and Office365 account to your Verticals account.

Personal data

Account data (slogan, logo of the company, web browser icon, custom footer), additional team member's data (first and last name, email address)

Lawfulness of processing

We process your data in order to pursue our legitimate interest and give you the chance to personalise your account and add several team members to your company's space (Art. 6/1/f of 2016/679 (EU) Regulation);

We also process your data in order to perform a contract (Art. 6/1/b) GDPR)

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: AWS, Salesforce, Hubspot, Pipedrive, ZohoCRM, Sendinblue.

- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

We will keep your data in your account as long as you decide to keep the account open and maximum 5 years after the last authentication.

Data shared with other platforms (AWS, Salesforce, Hubspot, Pipedrive, ZohoCRM, Sendinblue) will be stored by them according to their policies.

Where is the data stored

The data registered through our website will be stored on the hosting provider's servers, located in the EU and the United States of America.

Data shared with other platforms (AWS, Salesforce, Hubspot, Pipedrive, ZohoCRM, Sendinblue) will be stored by them according to their policies.

Data we download locally will be stored on our secure, local and cloud servers.

4. We collect your data in order to perform and execute a contract

We process the billing information in order to allow the payment for your chosen plan.

Personal data

Full name, email address, phone number, company name, company address, VAT, credit card information

Lawfulness of processing

We process your data in order to perform a contract (Art. 6/1/b) GDPR)

Who can we share your data with?

- Payment processor: Stripe
- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long we will store the data

We will keep your data in your account as long as you decide to keep the account open and maximum 3 years after the last authentication, except for the documents that are subject to retention terms imposed by the national legislation (such as accounting data)

Data shared with the payment processors will be stored by them according to their policies.

Where the data is stored

The data registered through our website will be stored on the hosting provider's servers, located in the United States of America.

Data shared with the payment processors will be stored by them according to their policies.

5. We collect your data when you perform a video call with us

We will process personal information in order to perform our service: give you the opportunity to make calls and have virtual meetings.

Personal data

User account data, full name, e-mail address, team member name and email address, guest firstname/lastname name and email address, image and voice (through recordings)

Lawfulness of processing

We process data based on your consent (Art. 6/1/a of Regulation (EU) 2016/679) given to record the meetings;

We will process the data to pursue our legitimate interest to give you access to our full services (Art. 6/1/f of 2016/679 (EU) Regulation);

We also process your data in order to perform a contract (Art. 6/1/b) GDPR).

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: AWS, Twilio, Salesforce, Hubspot, Pipedrive and ZohoCRM.
- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long we will store the data

We will keep these data as long as you decide to keep the account open and maximum of 3 years after the last authentication.

The recording downloaded by our clients will be stored by them according to their policies.

Where the data is stored

The data registered through our website will be stored on the hosting provider's servers, located in the EU and the United States of America.

The recording downloaded by our clients will be stored by them according to their policies.

Data we download locally will be stored on our secure, local and cloud servers.

6. Verticals notifications

We will send you email notifications when you have created your account, when you want to reset your password, when you are added to a virtual team on Verticals, or when you are invited to a virtual meeting.

Personal data

User account data, full name, e-mail address;

Lawfulness of processing

We will process the data to pursue our legitimate interest to inform you about the interaction/changes on your account (Art. 6/1/f of 2016/679 (EU) Regulation);

We also process your data in order to perform a contract (Art. 6/1/b) GDPR)

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: AWS, Sendinblue, Google Suite, Office 365
- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long we will store the data

We will keep sending you notifications as long as you decide to keep the account open and maximum 3 years after the last authentication.

Where the data is stored

The data registered through our website will be stored on the hosting provider's servers, located in the EU and the United States of America.

Data we download locally will be stored on our secure, local and cloud servers.

8. We collect your data when you react to our content posted on social media platforms or you share information from our website

You may find us on Facebook, Twitter, Youtube and LinkedIn. Whenever you interact with us through our social media accounts (eg comments, likes, shares, reviews, etc.) we will have access to your data made publicly available on your profiles.

Personal data

Name, photo, any publicly accessible information on your social media profiles, or voluntary communicated by you.

Lawfulness of processing

We process your data in order to answer your request before concluding a contract (Art. 6/1/b of Regulation (EU) 2016/679), or pursuing our legitimate interest (Art. 6/1/f of Regulation (EU) 2016/679) to answer any question, suggestion or complaint you may send and to improve our services and the experience we offer our customers, plus the legitimate interest in keeping you up to date with news that Verticals publishes and which may be of interest to you.

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: Webflow, Sendinblue.

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- Online platforms: Facebook, Twitter, Youtube, LinkedIn
- The integrated social media marketing service provider with which the company has an ongoing contract
- Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

Data shared on social media networks will be stored by them according to their policies.

Where data is stored

Data shared with social media platforms will be stored by them according to their own policies.

Data we download locally will be stored on our secure, local and cloud servers

10. Enhancing an easy and pleasant navigation on our website

When you visit our website, we collect data about you through online identifiers (cookies and IP), stored in log files.

We use this information to be able to design our website according to the needs of our users. We may also use your IP address to diagnose any malfunctions of our servers and to manage our website, analyse trends, track visitor movements, and collect general demographic information that helps us identify visitor preferences.

You can find more information about cookies, as well as how to delete cookies and deactivate their tracking system by accessing the [Cookie Policy](#) available on our website.

Personal data

Internet Protocol (IP), computer general location, device (country level), website viewing history, timestamp, request/action

Lawfulness of processing

We use cookies pursuing our legitimate interest, in order to make your experience on our website easy and pleasant, (Art. 6/1 / f of Regulation (EU) 2016/679) Non-essential cookies are not used without your consent (Art. 6/1 / a of Regulation (EU) 2016/679)

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: Google Analytics, Google Tag Manager, Azeptio, Facebook Pixel.
- Third parties that place cookies: google.com, facebook.com, youtube.com, linked.com, hubspot.com

Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

There are session cookies and persistent cookies. While the session cookies are deleted when the browser is closed, the persistent cookies may have a different lifetime, depending on the cookie's purpose.

You may find more information about the lifetime of the cookies we use in our [Cookies Policy](#).

Where data is stored

Data is stored on servers located in the EU and the United States of America.

11. Marketing and commercial communications

We may send you information about the products and services we offer if you have required it (via email, contact page or by subscribing to our newsletter) or in case you are already our customer, and this information is of particular interest for you.

Personal data

Last name, first name, phone number, email address,

Lawfulness of processing

- We process these data based on your consent (Art. 6/1/a of Regulation (EU) 2016/679) given to perform marketing communications
- We will process these data pursuing our legitimate interest in case you are our customer and we consider that the information could be of great interest to you (Art. 6/1/f of Regulation (EU) 2016/679)

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: Sendinblue, SmartReach, Hubspot.
- Newsletter service provider: with which the company has an ongoing contract
- The integrated social media marketing service provider with which the company has an ongoing contract
- Regulatory and other state authorities, if required by legal or statutory provisions

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

- In case of a subscription to the newsletter, the data processing will continue until you request to unsubscribe you
- In case of processing conducted in our legitimate interest, when you are already our customer, we will process your data during the performance of the contract and we will continue to do so for another 3 years after the termination of the contract

Where data is stored

The data registered through our website will be stored on the hosting provider's servers, located in the EU and the United States of America.

Data we download locally will be stored on our secure, local and cloud servers.

Important:

If you no longer wish to receive newsletters or informational materials from Verticals, you have to click on the "Unsubscribe" button available on the emails we sent you.

12. Providing advertising based upon personalized audiences

We may send you personalized advertising based upon customised client lists that we decide together with Facebook, LinkedIn, Hubspot, Google Ad, if you have given us your consent to collect marketing cookies.

You can find more information about cookies, as well as how to delete cookies and deactivate their tracking system by accessing the [Cookie Policy](#) available on our website.

Personal data

Internet Protocol (IP), geo-location, device (country level), website viewing history, timestamp, request/action, cookie ID

Lawfulness of processing

- We process these data based on your consent (Art. 6/1/a of Regulation (EU) 2016/679) given to perform marketing communications and to collect marketing cookies
- We will process these data pursuing our legitimate interest in case we consider that the information could be of great interest to you (Art. 6/1/f of Regulation (EU) 2016/679)

Who can we share your data with?

- IT service providers for our company (hosting and data storage), providers to whom we outsource certain technical support services for our website or suppliers of customer relationship management systems: Google Analytics, Google Tag Manager, Axceptio, Facebook Pixel.
- The integrated marketing service provider with which the company has an ongoing contract: Google, Facebook, LinkedIn and Hubspot

Regulatory and other state authorities, if required by legal or statutory provisions.

We will only disclose your personal data to the extent that this is strictly necessary to achieve our specified purpose.

How long will we store the data

There are session cookies and persistent cookies. While the session cookies are deleted when the browser is closed, the persistent cookies may have a different lifetime, depending on the cookie's purpose.

You may find more information about the lifetime of the cookies we use in our [Cookies Policy](#).

Data shared with social media platforms will be stored by them according to their own policies.

Where data is stored

Data is stored on servers located in the EU and the United States of America.

Data shared with social media platforms will be stored by them according to their own policies.

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Is the data processed by GOOMEO SAS safe?

GOOMEO SAS pays close attention to protect your data and applies appropriate technical and organizational measures to ensure the protection of personal data processed, appropriate to the risks and categories of data protected. In particular, we protect your data by limiting the access to authorized persons, respecting the applicable laws, as well as taking measures against data change, loss, damage or destruction.

Remember, however, that no data processing is guaranteed 100% secure!

If you suspect a breach of the confidentiality of your data, please contact us immediately at privacy@goomeo.com

Important: After the data retention period ends, your data will be deleted. We will continue to use this data only after its irreversible anonymization, in case we believe it could help us improve the quality of our products or services.

Links to other websites

Our website may contain links to other websites that are not owned or controlled by us. Please note that we are not responsible for the privacy practices of other websites or third parties. We encourage you to be aware of this fact when you leave our website and to read the privacy policies of each website that may collect your personal data.

Exemption of liability

The content included on our website is shown for information purposes only and it is made available in good faith. If the published content or any other information falls under the copyright laws or related laws, please let us know at contact@goomeo.com, in order to take legal action.

GOOMEO SAS assumes no responsibility and cannot be held liable for any damages caused by the improper use of the products/services contracted through this website.

We do not assume the liability for malfunctions, viruses, damage caused by system errors caused when accessing our webpages.

However, we will do our best to keep the information provided updated.

The image of the products is purely informative; some features of the products presented on the website may be modified without notice or may contain operation errors. In addition, it may happen that product descriptions could be incomplete, even if we try to keep the most relevant information.

Processing minors' data

GOOMEO SAS is not intended to be used by minors and does not collect through the website, knowingly, information about children under 18 years old. In case a minor will access and use our website, we will automatically consider that he/she had the consent of his/her legal guardian. If we discover that a minor has used our website without the consent of his/her legal guardian, we will delete all the personal data related to him/her.

International data transfers

Your personal information will be transferred to recipients established outside the European Economic Area, including the United States of America. We will ensure that all transfers take place in accordance with applicable data protection laws.

If the country in which we will transfer your data is outside of the EEA and has not been recognized as providing adequate protection by the European Commission, the transfer shall be made based on agreements using standard contractual clauses or other appropriate guarantees, under the applicable law. We will authorize the international transfer of data only to controllers/processors who offer adequate guarantees, provide opposing rights and effective remedies for the data subjects.

This means that we will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the EEA under the GDPR including:

- Having a GDPR-compatible Data Processing Addendum with sub-processors in third countries;
- Making sure that such sub-processors have adequate security procedures in place.

Your rights

As a data subject, you have specific legal rights with respect to the personal data we collect and process. GOOMEO SAS respects your rights and upholds your interests.

- **Withdraw consent:** If the processing is carried out based on your consent, you can always withdraw it.
- **Data rectification:** If you notice that we have stored your personal data with any error, you can always request its rectification. We make reasonable efforts to keep personal data – that is used continuously and is in our possession or control - accurate, complete, current, and relevant, based on the latest available information we have.
- **Restriction of data processing:** If you find yourself in one of the following situations, you can ask us to restrict the processing of your data:
 - You contest the correctness of personal data for the period in which we must verify its accuracy;
 - The processing is illegal and you request the restriction of processing rather than deletion;
 - We no longer need your personal data, but you request it to state, exercise, or defence a right; or
 - You object to the processing while we verify that our legitimate reasons overtake your rights.

Access your data: You can require information about the personal data we process, including information about what categories of data, what they are used for, where we collected them, if they are not collected directly from you and to whom they were disclosed (if any). You can obtain a copy from us, free of charge, with the personal data that we keep about you. We reserve the right to charge a reasonable fee for abusive requests.

- **Data portability:** Upon request, and where technically possible, we will transfer your personal data to another controller, provided that processing is necessary for the

performance of a contract. Instead of receiving a copy of your personal data, you may request the transfer of your data directly to another controller specified by you.

- Right of deletion: You may obtain the deletion of your personal data if:
 - data are no longer needed for purposes for which they were processed;
 - you object to the further processing of personal data (see Right of Opposition below);
 - personal data have been processed illegally;
 - you withdraw your consent based on which the processing takes place

Unless the processing is necessary:

- to fulfil a legal obligation that requires us to process those data;
- according to the legal provisions regarding data retention;
- to state, exercise, or defence a right in court.

Right of opposition: You can object to the processing of personal data at any time due to your special condition. In this case, we will no longer process your personal data, unless we can prove a well-founded, legitimate reason, a major interest for the process, or to state, exercise, or defence a right. When you object to the processing, please specify whether you wish to delete your personal data or to restrict its processing.

Right to file a complaint: In case of an alleged violation of the data protection legislation, you can file a complaint to the national supervisory authority for data protection:

Remember!

Time period: We will try to answer your request within 30 days. However, the period might be extended regarding the request's complexity.

Restricting access: In certain situations, we may not be able to grant you access to all or part of your personal data due to restrictions provided by law. If we refuse your request to access your data, we will inform you of the reason for the refusal.

Impossibility of identification: In some cases, we may not be able to identify personal data due to the lack of identification elements provided in the application you send us. In such cases, if you do not provide additional information to identify you, we will not be able to comply with your request and allow you to exercise your legal rights, as described in this section.

Exercising your legal rights

To exercise your legal rights, or should you wish any other additional information on how we use your data, please contact our Data Protection Officer, in writing at privacy@goomeo.com

Thank you for reading our privacy notice! For more information contact us at privacy@goomeo.com