



Privacy Policy

Last Revised: 06/05/20

Your privacy is very important to us, so Clust Technologies S.A.S., a French corporation ("Clust"), has created the following Privacy Policy ("Policy") to let you know what information we collect when you visit our Site, why we collect it and how it is used.

This Privacy Policy explains the data collection and use practices of Clust. The terms "You," "Your," "Yours" and "User" refer to the entity/person/organization utilizing our Site.

The terms "Clust," "We," "Us," and "Our" refer to Clust and its subsidiaries and affiliates.

This Privacy Policy is governed by our Terms of Use / Terms of Service.

The terms "Site", "Website", "Application", "Product", and "Service" refer to the website, mobile application, and services provided by Clust. This Privacy Policy does not apply to any third-party websites and apps that you may use, including any that are linked to in our Services. You should review the terms and policies for third-party websites and apps before clicking on any links.

Clust provides an onboarding software, which includes the ability to request, collect, display, review, share and acknowledge documents, files, forms data, e-contracts from anyone. We also provide Application Programming Interfaces (APIs) that allow you to build seamlessly embedded Application processes into your website, software, and other properties.

All personal data are processed in accordance with the General Data Protection Regulation (EU) 2016/679 and EU-U.S. and Swiss-U.S. Privacy Shield Frameworks, designed by the U.S. Department of Commerce and the European Commission and Swiss Administration.

For any questions regarding this Policy or any requests regarding the processing of personal data, please contact us at contact@clustdoc.com or by contacts provided below.

Section 1: Information we collect

1.1 INFORMATION WE ASK YOU TO PROVIDE

Information that is necessary for the use of Clust services.

When registering for or using the Clust Service, we ask for and collect personal information from you. This information is necessary for the adequate performance of the contractual arrangement which is in place between you and us and allows us to comply with our legal obligations.

Account Signup Information. When you create a Clust account, we ask for your email address and a password. We may also collect information such as your phone number (for online demos), your age (to make sure you're allowed to use our Service) or your address for billing purposes.

Payment information. To order and use services of the Clust we may require you to provide certain financial information in order to facilitate the processing of payments.

Communication, Chats, Messaging. When you communicate with Clust, we collect information about your communication and any information you choose to provide or disclose. In order to answer your request, we may access the information provided in your Clust account, purchase history, etc.

Services related information. You may also provide us with personal information about other individuals when you use our Services, such as when you send a client invitation, share information about such this specific transaction, or ask others to send you information, documents, or files during a Free Trial Account or Paid Account.

Clust processes information you provide to us on the legal basis of:

(i) your consent, given when you voluntarily providing as Personal Data details in the sign-in form or by e-mail;

(ii) performance of contractual arrangement and obligations between us;

(iii) pursuance of legitimate interests of Clust as Data Controller.

1.2 INFORMATION THAT WE COLLECT AUTOMATICALLY

When you use Clust site or contact us directly, we may collect information, including Personal Information, about the services you use and how you use them. This information is very important for the adequate performance of the agreement and it helps us to improve the functionalities of the Clust site.

Log data and Device information.

We collect information from you and about your device. This includes data about your software, the operating system version you use when accessing our service, your Internet Protocol address, unique device identifiers, and your usage data (such as for weblogs, time spent on a URL, etc.).

Geo-location data. We collect information about your approximate location as determined by data such as your IP address to offer you improved user experience. Such data may be collected only when you access Clust using your device.

Request related data. We also collect data related to requests/transactions such as names, email addresses of individuals who are part of the client invitation, Requests IDs, and the history of such (e.g. sent date/time, when client invitation was opened, reviewed, returned, etc.).

Usage information. We use a tool called “*Google Analytics*” to collect information about your interactions, to monitor and analyze web traffic and also can be used to keep track of User behavior. Google utilizes the Data collected to track and examine the use of this Application, to prepare reports on its activities, and to share them with other Google services. In consequence, Google, Inc. plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this Site. For more information please visit [Google](#).

Tracking technologies and Cookies. We use cookies, beacons, tags, scripts, and other similar technologies, such as CI codes (click tracking), ISC (source tracking), and ITC (item tracking codes). We also automatically collect information about the device’s operating system, phone model, device ID, and customer number.

Cookies are small text files stored by your browser on your computer when you visit our Site. We use cookies to improve our Site and make it easier to use. Cookies permit us to recognize users and avoid repetitive requests for the same information.

Cookies from our Site cannot be read by other Sites. Most browsers will accept cookies unless you change your browser settings to refuse them.

Clust and its partners use cookies or similar technologies to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our Website or Service.

Cookies categories	Description
Strictly necessary cookies:	These cookies are required for the operation of our site. They help us to show you the right information and customize your experience when you are logged in, and allow us to implement and maintain security features as well as to help us detect malicious activities.
Functional cookies:	They help us to remember your favorite language and can make it easier for you when filling out forms on our site.
Marketing, targeting and advertising cookies	We can use these cookies to carry out marketing campaigns and to track their performance (for example, a user visited our support Center and then subscribed to a subscription). Similarly, our partners (e.g. chat) may have this type of cookies to provide us with information about your interactions with their services, but the use of these third-party cookies will be subject to the service provider's policies.
Performance cookies:	They help us to know if our Sites and Services are working well. They are also used to create records and registers when

	you access our Sites and Services from different devices such as your desktop or mobile device.
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1.3 INFORMATION WE HAVE TO PROCESS AND COLLECT ON BEHALF OF YOU

As a reminder, the use of information collected through our service shall be limited to the purpose for which you have engaged Clust.

When you use our Services, **you require us to process and store certain information on your behalf as a Data processor.** For example, when a Recipient uploads a document on your client invitation, we act as a data processor and process information on Your behalf and in accordance with Your instructions.

In this situation, You are the data controller and **You are responsible for most aspects of the processing of the information.**

Clust acknowledges that anyone involved in a client invitation has the right to access their personal information.

However, as Clust has no direct relationship with the individuals whose personal data is processed, an individual who seeks access, or who seeks to correct, amend, or delete data (Documents, information, Name, email of clients, suppliers, partners, employees collected by the Controller using Clust) should direct their questions to You (The Data controller). **You'll be able to delete their information directly from their account.**

2. How we use your information

Clust shall process all Personal Data adhering to the general data processing principles:

- lawfully, fairly and in a transparent manner in relation to the data subject;
- collect and process Personal Data only for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- ensure that Personal Data is adequate, relevant and limited to what is necessary for relation to the purposes for which they are processed;
- ensure that Personal Data is accurate and, where necessary, kept up to date;
- ensure that Personal Data is kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- process Personal Data in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organizational measures.

All information is stored securely and is accessed by qualified and authorized personnel only.

We may use the information we collect through our services for a number of reasons, including to:

- provide, operate, optimize and maintain our products and services;
- set your account(s);
- send you records of your use of the service, including for purchases or other events;
- understand how you use our products and customize your experience;
- record details about your client invitations, workflows and other transactions (such as when they were opened, when information was returned, and when/where this took place);
- provide customer support and send you email about new features or products;
- respond to with your enquiries and requests;
- fix issues or problems with our products and services;
- prevent abuse of the products and services we offer; and
- carry out other legitimate business purposes, such as to improve our products and services, as well as other lawful purposes about which we will notify our users and clients.

We will normally collect personal information from you only where we have your consent to do so, where we need the personal information to perform a contract with you, or where the processing is in our legitimate business interests.

In some cases, we may also have a legal obligation to collect personal information from you.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the 'How to contact us' heading below.

3. How we may share your information

We may use your personally identifiable information as described below:

3.1 VENDORS AND OTHER THIRD-PARTY SERVICE PROVIDERS

We may share your information with third parties that we use to provide and support our Services. These parties provide services such as authentication, billing and collections, customer support, or data storage.

Google Drive account access (Google LLC)

This service allows Clust to connect with your account on Google Drive, provided by Google LLC. Clust users can save the requested documents to the cloud folders of their choice. To activate that feature, they need to login with their Google account and grant Clust the rights to upload the documents to their folders. Clust will never read or write folders out of the Clust folder in the user's cloud account.

DropBox

This service allows Clust to connect with your account on DropBox, provided by DropBox, Inc. Clust users can save the requested documents to the cloud folders of their choice. To

activate that feature, they need to login with their DropBox account and grant Clust the rights to upload the documents to their folders. Clust will never read or write folders out of the Clust folder in the user's cloud account.

Box

This service allows Clust to connect with your account on Box, provided by Box, Inc. Clust users can save the requested documents to the cloud folders of their choice. To activate that feature, they need to log in with their Box account and grant Clust the rights to upload the documents to their folders. Clust will never read or write folders out of the Clust folder in the user's cloud account.

One Drive, SharePoint

This service allows Clust to connect with your account on OneDrive and SharePoint, provided by Microsoft Corp, Inc. Clust users can save the requested documents to the cloud folders of their choice. To activate that feature, they need to log in with their One Drive and SharePoint account and grant Clust the rights to upload the documents to their folders. Clust will never read or write folders out of the Clust folder in the user's cloud account. We enter into legally binding agreements with these third-party service providers that protect your personal information and are not permitted to use your information for their own purposes.

Stripe

This service allows Clust to connect to your Stripe account, provided by Stripe. Clust users can set up a payment module in their Stripe account and receive Stripe payments directly from their Clust customer portal. To enable this feature, they must log in with their Stripe account and grant Clust the rights to publish the Stripe payment module in the customer portal.

Authy

This service allows Clust to connect to an Authy account in order to protect their Clust account in addition to the password. This configuration allows Clust users to enter a unique code each time someone tries to sign in to their account.

3.2 COMPLIANCE WITH LAW, SAFETY, SECURITY, BUSINESS TRANSACTIONS

We may also disclose your information to third parties:

- where required by law or regulatory requirement, court order or other judicial authorization
- in response to lawful requests by public authorities, including for the purposes of meeting national security and law enforcement requirements
- in connection with the sale, transfer, merger, bankruptcy, restructuring or other reorganization of a business;
- to protect or defend our rights, interests or property, or that of third parties; (e) to investigate any wrongdoing in connection with our products and services; and
- to protect the vital interests of an individual.

To other persons with your consent (e.g. fulfilling your client invitations).

4. Direct marketing

When you are creating an Account at Clust, you are free to opt-out from receiving various offers directly to your e-mail, phone, or in your Account. We use provided contact details and your preferences for direct marketing by sending various offers or newsletters.

These direct marketing offers, depending on your preferences, may be personalized taking into account any other information which you have provided to us (e.g. location, purchase history, etc.) or we have collected or generated from other sources as described below.

If a User wishes to change their preferences and withdraw the consent for direct marketing, they may exercise such option at any time they wish by following the instructions to unsubscribe in the received email.

5. How we protect your information

Clust has implemented security measures designed to protect the Personal Information you share with us, including physical, electronic, and procedural measures. We also regularly monitor our systems for possible vulnerabilities and attacks and regularly seek new ways for further enhancing the security of our Services and protection of our Users' privacy.

For the last several months, we've worked diligently to ensure all GDPR compliance requirements were met by our Company. Read more about our GDPR Commitment on our Help Center.

Regardless of the measures and efforts taken by Clust, we cannot and do not guarantee the absolute protection and security of your Personal Information, or any other User Content you upload, publish or otherwise share with Clust or anyone else.

We, therefore, encourage you to set strong passwords for your User Account and avoid providing us or anyone with any additional sensitive information of which you believe its disclosure could cause you substantial or irreparable harm.

6. We are here for you

Upon your written request, we will provide you with information about whether we hold any of your personal information. You may access, correct, or request the deletion of your personal information by logging into your account, or by contacting us using the contact form in your account. We will respond to your request within a reasonable timeframe.

You are entitled to a range of rights regarding the protection of your Personal Data. Those rights are:

6.1 THE RIGHT TO ACCESS

If you wish to access your personal information that Clust collects, you can do so at any time through the Service or by contacting us using the contact details provided below.

6.2 THE RIGHT TO CORRECT, UPDATE OR DELETE

We generally retain your personal information for as long as is necessary for the performance of the contract between you and us and to comply with our legal obligations.

You can correct, update, or request the deletion of your personal information through the Service interface, or by contacting us using the contact details provided below.

After de-activation of Account, we will still retain the following data for the purposes of compliance with applicable legal requirements (such as tax, accounting, legal reporting, AML, other) for as long as we are legally required by virtue of such legal requirements.

6.3. THE RIGHT TO TRANSFER

You have a right to transfer all or part of the information collected about you to you or another data controller, where technically feasible (the right to data portability; with limitations and restrictions as specified in the EU General Data Protection Regulation).

6.4 THE RIGHT TO OBJECT TO THE PROCESSING

When we rely on your consent to process your personal information, you may withdraw consent at any time by contacting us using the contact details provided below. This will not affect the lawfulness of the processing prior to the withdrawal of your consent.

When you object to the processing of Personal Data when processing is carried out on the basis of legitimate interest, we will carefully consider such a request, which may result in your Account closure or de-activation.

6.5 DATA PROTECTION AUTHORITY

You have a right to raise questions or complaints to the national Data Protection Agency in your country of residence in the event where your rights may have been infringed. However, we recommend attempting to reach a peaceful resolution of the possible dispute by contacting us first.

7. How we protect children

This site and our Services are not intended for or directed to persons under the age of 18. We do not knowingly collect or ask for information from minors. We do not knowingly allow minors to use our Services.

Any person who provides their information to Clust through the Account Login page for new customers, Signup Page, or any other part of the Clust Site represents to Clust that they are 18 years of age or older.

We will delete any information we discover is collected from a minor. Please contact us using the contact details below if you believe we might have information about a minor.

8. Changes to this policy

If we change our privacy policies and procedures materially, we will post those changes to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

Changes to this Privacy Policy are effective when they are posted on this page.

When we change the policy in a material manner we will update the 'Last Revised at the top of this page, and we may also notify you of the change via email or other prominent notice posted on this site or the Service.

9. Website edition

The site clustdoc.com is published by the company Clust Technologies S.A.S, registered with Paris Trade and Companies Register under the N° 844 644 807.

10. Host Headquarters

Amazon Services Europe S.à r.l, Société à responsabilité limitée, 5 Rue Plaetis, L2338
Luxembourg
Share Capital: EUR 37,500
Registered in Luxembourg
RCS Luxembourg No: B 93815
Business Licence Number: 1 100416
Luxembourg VAT Registration Number: LU 19647148

11. CNIL

The collection and processing of personal data by the company has been the subject of a simplified declaration with the French Authority for the protection of personal data (the National Commission for Informatics and Freedom -CNIL) (No. 2093325).

You have the right to access and rectify the information that concerns you, which you can exercise by contacting the CNIL head of the company at the following postal address (or electronic): 39 BD Auguste Blanqui, 75013 Paris (contact@clustdoc.com).

You may also, for legitimate reasons, oppose the processing of your data.

12. How to contact us

For questions or concerns regarding the collection, use, or disclosure of your information, you can contact us by sending an email to contact@clustdoc.com or by contacting us at: Clust Technologies, 18 rue Clairaut 75017 Paris, France.