

NEXO NeMo

Privacy Policy

Creation: 2018/10/04

Last revision: 2018/10/04

To provide a better user experience, **NEXO NeMo** (the "software", "app" or "application") is led to collect user data. **NEXO SA** ("NEXO", "we" or "us" or "our") respects the privacy of its **users** ("user" or "you") and takes extra care of their data. This Privacy Policy explains what and how personal data is collected, used and disclosed, as well as how to revoke consent, access, rectify and delete it. Please read this Privacy Policy carefully. **IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT ACCESS THE APPLICATION.**

1. COLLECTED DATA

1-a. User Location

NEXO NeMo can be granted access to the user location, upon user consent.

The user location is collected when the user starts recording the Log, creates a new Log Record, or when NEXO NeMo is launched and restarts recording the Log.

The user location is used in the sole purpose of making it convenient for the user to identify a Log Record, and is an optional feature. The locality of the user location is used to provide a meaningful name to a newly created Log Record (e.g. "Show in Paris"). The user can also visualize on a planisphere the locations of his Log Records.

1-b. User email address

The user can input its email address in NEXO NeMo > Preferences > Alerts, in order to receive automatic alert reports.

The email address is used in the sole purpose of automatic alerts reporting, and is an optional feature. It is not collected by NEXO.

1-c. NEXO products usage

NEXO NeMo collects usage data from the connected NEXO products. Details about collected alerts and log data can be found in NEXO NeMo User Guide, available at <https://nexo-sa.com/nemo/>.

Alerts data is collected when the user goes online. Log data is collected when the user starts recording the Log (NEXO NeMo > Show > Start Recording).

Alerts and log data are used in the sole purpose of helping the user to analyse and diagnose his usage of NEXO products.

2. THIRD PARTIES

User data is not shared with any third party, such as analytics tools, advertising networks and third party SDKs, or any parent, subsidiary or other related entities.

3. DATA RETENTION POLICIES

3-a. User Location

The user location is saved into the currently selected Log Record, a local database in NEXO NeMo's sandbox. Upon user action, this file can also be exported as a .nxlog file, saved to disk or sent to NEXO by email. See 3-c for more information about Log Records retention.

To revoke the access to user location:

- On macOS, go to the System Preferences > Security & Privacy > Privacy > Location Services, and uncheck Enable Location Services or uncheck NEXO NeMo in the list of allowed apps.
- On iOS, go to Settings > Confidentiality > Location Services and uncheck Location Services or choose Never for NEXO NeMo.

See 3-c for more information about how to delete Log Records files.

3-b. User email address

The user email address is stored in local NEXO NeMo's preferences.

To revoke the access to user email address: go to the NEXO NeMo > Preferences > Alerts > Alerts file and

empty the email text field.

3-c. NEXO products usage

Alerts data is stored in the Alerts file, a local text file in NEXO NeMo's sandbox. Log data is stored in the currently selected Log Record, a local database in NEXO NeMo's sandbox. Upon user action, those files can be exported as .txt and .nxlog files, saved to disk or sent to NEXO by email. In the latter case, Log Records files are used by NEXO in the sole purposes of analyzing usage of NEXO devices, diagnose and dispense advices to the user, as well as establishing statistics about NEXO products usage to improve them. The Log Record file is kept by NEXO for a maximum of 6 months after receipt of the file. NEXO product usage data (i.e. except user personal data such as location) sent to NEXO via Log Record or Alerts files is kept anonymously for a maximum of 10 years.

To delete the Alerts file from the local NEXO NeMo's sandbox:

- On macOS, go to NEXO NeMo > Preferences > Alerts > Alerts File > Reset... > Continue.
- NeMo for iOS: plug the iDevice to a Mac, go to iTunes and then to the iDevice management panel > File Sharing > NEXO NeMo and delete the .nxlog files.

To delete Log Records (including user location) from the local NEXO NeMo's sandbox:

- On macOS, go the NEXO NeMo > Show > View Log and remove all the Log Records of the list by doing right-click > Remove... > Continue.
- On iOS, go to NEXO NeMo > Preferences > Log, press the Log Record title in the center of the navigation bar, press the action button to the right-hand side of the navigation bar, select NEXO_Nemo-Alerts.txt and press Clear.

To delete a Log Record file (.nxlog) exported from NEXO NeMo:

- On macOS, go to the Finder and move the .nxlog files to trash.
- NeMo for iOS: plug the iDevice to a Mac, go to iTunes and then to the iDevice management panel > File Sharing > NEXO NeMo and delete the .nxlog files.

3-c. All user data

Request to see, delete or rectify any user data to NEXO can be addressed to technical@nexo.fr.

4. UPDATE OF THE PRIVACY POLICY

We reserve the right to make changes to this Privacy Policy at any time and for any reason. You will be aware of any changes by checking the "Last revision" date of this Privacy Policy. You are encouraged to periodically review this Privacy Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Privacy Policy by your continued use of the Application after the date such revised Privacy Policy is posted.

5. CONTACT INFORMATION

If you have questions or comments about this Privacy Policy, please contact us at:

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