

PRIVACY POLICY

This privacy policy is intended to tell you how the personal data concerning you (the "**Personal data**") are collected, processed and stored by the company Tilli SAS, a simplified joint stock company with capital of 20,939.00 euros, registered in the Paris Trade and Companies Register under number 825038938, whose head office is located at 14 rue de Naples - 75008 Paris, (hereinafter "**Dill**"), in its capacity as data controller.

Tilli attaches great importance to respecting your privacy and the confidentiality of your Personal Data collected as part of its operation of the site <https://tilli.com/>, its mobile application as well as as part of its partnerships with brands (together the "**Service**").

In this context, Tilli undertakes to process your Personal Data in compliance with applicable laws and regulations, and in particular Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 relating to the protection of natural persons with regard to the processing of personal data and the free movement of these data (the "**GDPR**"), and Law No. 78-17 of January 6, 1978 relating to data processing, files and freedoms, in its current version (together the "**Applicable Regulations**").

DEFINED TERMS

"**Personal data**" means any information relating to an identified or identifiable natural person (hereinafter referred to as "data subject"); an "identifiable natural person" is deemed to be a natural person who can be identified, directly or indirectly, in particular by reference to a identifier, such as a name, an identification number, location data, an online identifier, or one or more specific elements specific to their physical, physiological, genetic, psychological, economic, cultural or social identity.

"**Data controller**" means the legal or natural person who determines the purposes and means of processing, i.e. the objective and the way of achieving it. For the purposes of this Privacy Policy, Tilli is the data controller of your Personal Data.

"**Subcontractor**" means the natural or legal person, public authority, service or other body which processes personal data on behalf of the controller.

"**Treatment**" means any operation or set of operations carried out or not using automated processes and applied to data or sets of personal data, such as collection, recording, organization, structuring, conservation, adaptation or modification, extraction, consultation, use, communication by transmission, dissemination or any other form of making available, reconciliation or interconnection, limitation, erasure or destruction.

"**User**" designates the person using the Service, as an Individual User, or Couturier.

"**Couturier**" designates the independent service provider who can be put in contact with a particular User or a Brand, for the provision of sewing services.

"**Brand**" designates a client and/or professional account having concluded a partnership contract with Tilli.

WHO IS THIS PRIVACY POLICY FOR?

This privacy policy applies to you, User acting as:

- Individual user of the Tilli website, i.e. going directly to the site <https://tilli.com/> or on the application in particular to request a sewing service;
- Individual user requesting a sewing service via a Brand, (i) directly in store with the Brand or (ii) online, via a plugin or a Tilli page, accessible from the Brand's website;
- Fashion designer who can be put in contact with individual Users through Tilli.

WHAT DATA DO WE COLLECT, FOR WHAT PURPOSE AND ON WHAT LEGAL BASIS?

1. Whatever your quality :

- We process your Personal Data in order to respond to your **contact requests** formulated by email, or by telephone, or via contact form. Tilli collects your name, your first name, your email address, as well as your telephone number and the information transmitted, within the limits of what you choose to provide.

This processing is based on your **consent**.

2. As an Individual User:

- When you **register as an individual User on the Tilli website**, we ask you to provide Personal Data in order to configure your account. Tilli collects your name, your first name, your email address, as well as your telephone number and asks you to choose a password or asks you to register, via your Facebook account.

This treatment is necessary to **execute a contract with you**. If you do not provide this information, we will not be able to register you as a particular User of the Tilli site.

- Tilli collects your Personal Data to **record and manage your orders**, that they have passed directly from the Tilli service, or through a Brand. In this context Tilli collects your name, first name, email address, telephone number, the location chosen for the appointment, information relating to your request.

This treatment is necessary to **execute a contract with you**. If you do not provide this information, we will not be able to store and process your orders.

- Tilli collects your Personal Data to **send you personalized information and offers**, for marketing or commercial prospecting purposes.

Within the limits of applicable regulations, we will send you information and personalized offers concerning the products and services offered by Tilli which, in our opinion, could interest you, by email or sms. If you have consented to them through your mobile settings, we may also send them to you via push notifications. In this context, Tilli processes your name, first name, email address, telephone number, your order history, your mobile identifier if applicable.

If you are a Tilli customer, we process this Personal Data because it is necessary for our legitimate **interest** to promote our services and provide relevant information to our customers which we believe will be of interest to them. If you are not yet a Tilli customer, we process this data based on your consent.

- Tilli collects your Personal Data to process **your complaints and manage disputes** between you and a Couturier or between you and Tilli. In this context, Tilli collects your name, first name, email address, telephone number, information on the disputed meeting or on your request, your bank details.

This treatment is based on execution **of the contract** that you have with us when the dispute opposes you to a Couturier and on **Tilli's legitimate interest** to monitor and deal with disputes concerning it when the dispute opposes you to Tilli.

3. As a Couturier:

- Tilli collects your Personal Data as part of the Onboarding procedure necessary for any registration to the Service as a Couturier. In this context, Tilli collects your identification data, your identity document, your photo, your professional data and in particular data relating to your self-employed status, your skills, including your specialties, as well as the area that you wish to serve.

This treatment is necessary to **execute a contract with you**. If you do not provide this information, Tilli will not be able to register you for the Service.

- Tilli processes your Personal Data for to **monitoring of the contractual relationship** linking you to it, including to process your availability and your description requests. In this context Tilli treats your name, first name, email address, telephone number and your bank details.

This treatment is necessary to **execute a contract with you**. If you do not provide this information, Tilli will not be able to monitor your contractual relationship.

- Tilli collects your Personal Data to **send you orders**, whether received through the Tilli service or through a Brand. In this context Tilli deals your last name, first name, email address, telephone number, photo, specialties and area served as well as your phone ID to send you push notifications.

This treatment is necessary to **execute a contract with you**. If you do not provide this information, we will not be able to send you orders.

- Tilli collects your Personal Data to process your complaints and manage disputes between you and a particular User or between you and Tilli. In this context, Tilli collects your name, first name, email address, telephone number, information on the disputed meeting or on your request.

This treatment is based on execution **of the contract** that you have with us when the dispute opposes you to a Couturier and on **Tilli's legitimate interest** to monitor and deal with disputes concerning it when the dispute opposes you to Tilli.

WHO ARE THE RECIPIENTS OF YOUR PERSONAL DATA AND WILL WE TRANSFER YOUR DATA OUTSIDE THE EUROPEAN ECONOMIC AREA?

Tilli will not transmit your Personal Data to any third party except:

- Brands, when strictly necessary for the purposes of managing and tracking orders involving a Brand; And
- of any service provider who may act as a subcontractor of Tilli and acting solely on its behalf, in the context of the processing of your Personal Data.

No Personal Data concerning you is transferred outside the European Economic Area.

In the event that Tilli wishes to transfer your Personal Data outside the European Economic Area, this Privacy Policy will be updated and Tilli will ensure that the transfer complies with the Applicable Regulations, in particular by putting in place appropriate guarantees .

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

Tilli keeps your Personal Data only for the duration necessary to achieve the purposes for which it was collected and processed.

For example :

- The data relating to your account, as a Private User or the Couturier, will be kept until you delete your Tilli account, or decide to describe the service as a Couturier.
- Personal Data relating to orders is kept by Tilli for the duration of your commercial relationship with Tilli, then for a period of 5 years.
- Furthermore, your Personal Data will be kept for a maximum period of 3 years from your last contact with Tilli, whether it concerns Personal Data collected to respond to your contact requests, or various registration requests, or Personal Data used for commercial prospecting purposes.

Personal Data may also be kept for a longer period, including through intermediate archiving, in particular for the applicable limitation periods, or if a legal or regulatory obligation to retain this Personal Data is imposed on Tilli.

WHAT RIGHTS DO YOU HAVE AND HOW TO EXERCISE THEM?

Under the conditions of the Applicable Regulations, you can assert, at any time, the rights detailed below:

1. **permission to access:** you can obtain information on the nature, origin and use of the Personal Data which concerns you. If your Personal Data is transmitted to third parties, you may also obtain information regarding the identity or categories of the recipients;

2. **right of rectification:** you can request that inaccurate or incomplete Personal Data be rectified or completed;
3. **right to erasure:** you can request the erasure of your Personal Data, in particular if the Personal Data is no longer necessary for the processing carried out. Tilli must erase Personal Data as soon as possible, except in the cases provided for by regulations;
4. **right to restriction of processing:** you can request that your Personal Data be made temporarily inaccessible in order to limit their future processing in the situations provided for by the Applicable Regulations;
5. **right to object:** you can object to certain processing of your Personal Data for reasons relating to your particular situation unless there are legitimate and compelling reasons for the processing which override your interests, rights and freedoms or for the observation, exercise or the defense of rights in court. You can also object to the processing of your Personal Data at any time and without reason for commercial prospecting purposes;
6. **right to portability:** in applicable cases, you can request to receive communication of the Personal Data that you have provided to Tilli, in a structured and commonly used computer format;
7. **right to communicate instructions regarding the fate of your Personal Data in the event of death:** you can provide Tilli with instructions regarding the processing, management and storage of your Personal Data following your death.

You can exercise these rights by writing by post to the attention of: Tilli, 14 rueChaptal- 75009, or to the email address:privacy@tilli.com.

You can also send a complaint to the Commission Nationale de l'Informatique et des Libertés (CNIL), whose head office is located at 3 Place de Fontenoy - 75007 Paris, in the event that you consider that the processing of Personal Data does not respect the Applicable Regulations.

HOW DO WE ENSURE THE SECURITY OF YOUR PERSONAL DATA?

In accordance with the Applicable Regulations, Tilli ensures the security of your Personal Data by implementing technical and organizational data protection measures.

Furthermore, Tilli undertakes to impose on its possible subcontractors all the obligations necessary to ensure the security and confidentiality of your Personal Data.

Tilli also guarantees that you use your Personal Data only for the purposes mentioned in this Confidentiality Policy, and undertakes not to communicate, transfer or sell your Personal Data to third parties outside of the hypotheses mentioned in this Privacy Policy. Confidentiality.

CAN WE CHANGE THIS POLICY?

Tilli may update this Privacy Policy at any time to adapt it to possible new practices and service offerings.

In this case, the Privacy Policy update date will be updated and indicate the day the changes were made.

It is your responsibility to check for any updates to this Privacy Policy, published on the Tilli website and application.

If Tilli makes changes that it considers substantial, you will be notified by all means.

Last update :19/07/2023