

COOKIE POLICY
Version of December 26, 2022

The website www.needhelp.com (hereinafter the "**Website**") uses small digital files called "cookies" that are placed on each Website User's digital terminal (as defined within the terms and conditions of use of the Website, or the "[Terms and Conditions](#)").

Therefore, the purpose of this policy regarding the use of cookies (hereinafter the "**Cookie Policy**") is to tell Users about how cookies are used on the Website and to provide Users with all relevant information for accepting or refusing the use of these cookies, as appropriate.

This Cookies Policy expands on both the Terms and Conditions and the Privacy Policy. Terms that begin with a capital letter and that are not defined within this Cookies Policy are defined in accordance with the Terms and Conditions and/or the [Personal Data Protection Policy](#).

Article 1 - What is a "cookie"?

A cookie is a digital file that takes the form of a text file (.txt format) only a few *kilobytes* in size, composed of various characters such as letters, figures or symbols.

Cookies are very common on the Internet. The vast majority of websites use them. Generally, a cookie contains certain information that may directly or indirectly identify an internet user.

The main objective of a cookie is to communicate with the browser that you are using on your terminal. The cookie sends information to this browser and allows for information to be re-sent to the website that placed the cookie, primarily to allow browsing. Therefore, the cookie stores in its memory, for example, a session identifier, the language used, the website pages visited, or your account management information, depending on the situation and the way in which the cookie was designed.

Cookies may be strictly technical and necessary, for example in order to recognize the user when they return to a website after having left it, or to establish a secure connection during an online transaction. Cookies may also serve to calculate statistics, visitor or performance measurements, and even targeted advertising so as to offer internet users advertisements adapted to their tastes, as derived from their online browsing.

Article 2 - What does the law say about cookies?

The French Data Processing and Civil Liberties Act (known as "Loi Informatique & Libertés" in French) includes certain obligations that fall to personal data controllers who use cookies on their website.

Internet users must be informed of the use of cookies and must consent to these cookies being used, except in the case of purely technical cookies (such as, for example, those that help online carts to function or that store in their memory the language of the website visited). In the latter case, the internet user's consent is not required and it is only necessary to inform them of this.

In addition, in France, the Commission Nationale de l'Informatique et des Libertés (the data protection authority, or "**CNIL**") has adopted guidelines, supplemented by a recommendation

dated September 17, 2020, that require that any website publishers who use cookies collect consent from users for the use of any cookies that are not purely technical in nature (the "**Recommendation**").

This is why, upon first connection, the Website displays a module on the home page designed to advise you of the use of cookies and to allow you to configure this use, with the possibility of accepting the cookies, refusing the cookies or activating certain cookies and not others.

Article 3 - Who is the data controller with regard to the cookies?

The data controller is WE SHARE TRUST, a simplified joint stock company with capital of 101,890 euros, registered under number 799 782 859 in the Paris Commercial Register, and whose registered office is situated at 5 Villa Victor Hugo, 75116 Paris (referred to hereinafter as "NEEDHELP").

For any questions about the use of cookies on the Website, please write to us at privacy@needhelp.com.

Article 4 - What kind of cookies are used on our Website?

We would like to inform you that, as of the day of this Cookies Policy being adopted, we use the following cookies on our Website:

Name of the cookie	Publisher	Category	Purpose	Lifespan
BING	.bing.com	Advertising	Used by Microsoft as a unique identifier. The cookie is set by built-in Microsoft scripts. The purpose of this cookie is to synchronise the ID across many different Microsoft domains to enable user tracking.	1 year 24 days
Amplitude	.amplitude.com	Analytics	The cookie is used to compute visitor data, session, and campaign data and to track site usage for site analysis reporting. Cookies store	2 years

			information anonymously and assign a randomly generated number to identify unique visitors.	
Hotjar	.hotjar.com	Analytics	The cookie is used to compute visitor data, session, and campaign data and to track site usage for site analysis reporting. Cookies store information anonymously and assign a randomly generated number to identify unique visitors.	2 years
Google Analytics	.needhelp.com	Analytics	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session and company data and to monitor site use for the site analysis report. The cookies store anonymous information and assign randomly-generated numbers to identify individual visitors.	2 years
Meta	.meta.com	Advertising	This cookie is set by Meta. The cookie is used to refine	1 year

			the marketing advertising campaigns carried out by Needhelp.	
Google Adwords	.google.com	Advertising	This cookie is set by Google. The cookie is used to refine the marketing advertising campaigns carried out by Needhelp.	1 year
PHPSESSID	www.needhelp.com	Technical	This cookie is inherent to PHP applications. The cookie is used to store and identify a user's unique session ID in order to manage the user session on the Website. The cookie is a session cookie and is erased once all of the browser windows are closed.	Session
browserMP	www.needhelp.com	Technical	This cookie can be used to verify languages and detect fraud during a 3DS payment with the MangoPay payment system.	Session
Hubspot	.hubspot.com	Preference	This cookie allows us to improve the user experience when our teams contact you	1 year
RM	.needhelp.com	Preference	This cookie is used to improve the user experience	2 years

			during authentication	
LOCALE	.needhelp.com	Preference	This cookie is used to improve the user experience regarding the language used on the site	2 years
Zendesk	.zendesk.com	Preference	This cookie is used to improve the user experience when they contact us via the customer service platform we use: "Zendesk".	1 year

Article 5 - How to configure the use of cookies on our Website

In accordance with the Recommendation, by way of a module, the Website offers you the chance to very accurately configure the use of any cookies that are not merely technical, so that you can agree to the use of these cookies on the Website or else refuse them.

To do so, you simply need to use the dedicated module, which will differ depending on the purpose of the cookie:

- Cookies used to display personalized advertisements;
- Cookies used to measure the Website’s visitor numbers.

Each cookie can be approved by you, which means that you agree to the cookie being used, or blocked. Your decision is not definitive: the decision will be stored in the memory, but you can go back to your choice at any time by using the new dedicated module.

Proof of your agreement (or refusal) to the use of cookies is stored by NEEDHELP or its service provider in charge of the cookies management module.

You are reminded that, in accordance with the Recommendation, any cookies inserted by entities other than NEEDHELP may be managed on these other entities’ websites.

Article 6 - Is it possible to configure my browser to manage cookies?

Yes: although the CNIL now requires that consent is obtained for each cookie and for each cookie type, internet browser publishers still offer users the chance to manage cookies directly on the browser.

The method varies depending on the various browsers most commonly used at the time, in addition to the browser version. Below are the instructions for the main browsers on the market to help you configure your internet browser and therefore, if necessary, block all or certain cookies. These instructions may change over time, as software gets updated. We

also recommend that you consult the browser's cookies pages in order to access the most up-to-date version.

a. If you use the browser Edge (Microsoft)

To open the browser, click the "Start" button and then "Edge". Click on the "Tools" button then "Internet Options". Click on the "Privacy" tab, then under "Settings", move the cursor up to block all cookies or down to authorize all cookies, then click "OK". Blocking cookies may prevent certain web pages from working correctly.

b. If you use the browser Mozilla Firefox

Go to the "Preferences" menu, then to the "Privacy" panel. In the History section, select the option "*Firefox uses personalized settings for history*". Then tick the box "*Accept cookies*" to activate the cookies or deactivate them in order to block them.

Firefox also gives you the chance to define how long the cookies can be stored for and, for example, to make sure that they are erased once the browser is closed.

c. If you use the browser Safari (macOS or iOS)

By default, Safari only accepts cookies and website data from sites that you have visited. You can modify your preferences so that Safari systematically accepts or blocks cookies and other website data.

In Safari, select the "Preferences" tab, then click "Privacy" and select an option for "Cookies and other website data".

For iOS 12, it is only possible to "*Block all cookies*". If you select this option, the system will then inform you that websites will be at risk of not functioning correctly and that cookies and other website data present on your device will be erased. The software will also enable you to select the option "*Prevent cross-site tracking*", which will make it theoretically impossible to track between several websites and to use cookies for re-targeted advertising.

d. If you use the browser Google Chrome

Click on the "Tools" menu icon, then select "Advanced Options" to access the "Privacy" menu. Here, you can select different options, such as "*Block all cookies*" or "*Only block third-party cookies*".

Article 7 - How to erase cookies

If you do not wish to object to the use of cookies but only want to erase certain ones, here are the instructions to follow depending on the browser you use.

a. If You use the browser Edge (Microsoft)

In Edge, click on the "Tools" button, then "Internet Options". Then, under the "General" tab, under "Browsing History", click "Settings". Then click on the button "Show files".

Click on the column header “Name” to filter all files into alphabetical order, then scroll down the list until you see the files starting with the “Cookie” prefix.

Select the cookie or cookies containing the name "NEEDHELP" and erase them. Close the window containing the file list, then click “OK” twice to return to Internet Explorer.

b. If You use the browser Mozilla Firefox

Go to the “Tools” tab of the browser then select the “Options” menu. In the window that appears, select the “Privacy” tab and click “Show cookies”. Find the files that contain the name “NEEDHELP”. Select them and erase them.

c. If You use the browser Safari (macOS or iOS)

In the menu bar, choose “Safari” then “Preferences”. Click on the “Privacy” tab and then on “Details”. The latest version of Safari will tell you the number of cookies stored on your computer. You can either erase all cookies in one go, or only erase those that you no longer want.

To do so, select the cookie containing the name “NEEDHELP” and click “Delete”. After erasing the cookies, click “Finished”.

To delete your cookies when using Safari iOS 12 or later, click “Settings”, then “Safari”, then “Delete history and site data”. To delete any other information stored, click “Settings”, “Safari”, “Advanced”, then “Site Data” and finally “Delete all site data”.

d. If you use the browser Google Chrome

Click on the “Tools” menu icon, then select “Advanced Options” to access the “Privacy” menu. Here, click on the button “Show cookies”. Select the cookies containing the name “NEEDHELP” and click “Delete”. After erasing the cookies, click “Close”.

Article 8 - Where to get more information about this

In accordance with the provisions of the French Data Processing and Civil Liberties Act and the GDPR, You have at all times the right of access, to rectification, to modification and to erasure of Your personal data if they are incorrect, incomplete, ambiguous or have expired.

You also have the right to object, for legitimate reasons, to your personal data being processed. However, such objection will make it impossible for you to continue using the Website.

You may exercise these rights by writing to privacy@needhelp.com.

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