



Cookies Policy

Full Platform

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1. Foreword

We would like to inform you clearly and transparently about the use of cookies when you use our platform. This cookie policy is coordinated with our privacy policy.

2. Preamble

- 1 To enable you to benefit from the services offered by our platform, such as consultation, optimization of use, our platform uses cookies.
- 2 This policy is formulated in application of the following regulations:
 - Article 82 of the French Data Protection Act;
 - The General Data Protection Regulation (2016/679) (or "RGPD") and in particular Article 7 relating to the procedures for obtaining consent ;
 - The Cnil guidelines of September 17, 2020 ;
 - Cnil recommendations of September 17, 2020.

3. Definition

- 3 When using our platform, information relating to the browsing of your terminal (computer, tablet, smartphone, etc.) on our platform may be recorded in text files called "cookies", installed on your browser. A cookie is a small file stored by a server on a user's terminal (computer, phone, etc.) and associated with a web domain (which, in most cases, means all the pages of a single website). This file is automatically sent back during subsequent interactions with the same domain. Cookies record specific information and serve various purposes: they can be used to remember your preferences, your user ID, or to track your navigation for statistical purposes, among others."
- 4 There are two categories of cookies on our platform:
 - Strictly necessary (technical) cookies: they are essential for the Website to function properly (session management, security, load balancing). In accordance with regulations, these do not require your prior consent;
 - Functional (convenience) cookies: they optimize your user experience by remembering your preferences (for example, whether an information banner was closed) and by enabling third-party services such as chat support.
- 5 You are informed that, when you connect to our platform, cookies may be installed and consulted over time.

4. Purpose

4.1 Introduction

- 6 The purposes are determined by the nature of the cookies.
- 7 You are informed that, when connecting to our platform, cookies may be installed and accessed.

4.2 Strictly necessary and functional cookies

- 8 These cookies are necessary for the optimal operation of our platform and for remembering your settings.
 - They allow you to benefit from essential features (authentication, secure access);
 - They are used to remember your interface settings (permanent closing of announcement messages);
 - They enable the display of information messages or the use of support tools (chat).
- 9 You can delete them via your browser settings, but without these cookies, your user experience will be degraded and certain services (such as access to your client area) may be unavailable.
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4.3 Audience cookies

- 10 The following purposes are subject to your consent:
 - Audience measurement ;
 - Traffic statistics.

5. Cookies used by our platform

11 The cookies used by our platform are :

- Our cookies ;
- Third-party cookies.

5.1 Our cookies

12 Our cookies are detailed in the table below:

Name	Type	Purpose	Duration
PHPSESSID	Functional and technical cookies	Management and maintaining the connection	24 hours
auth_bridge_session_prod_	Technical cookies	User authentication management	Session
bridge_sso_fulll	Technical cookies	User authentication management (Single Sign-On (SSO) between modules)	24 hours
bridge_prod_fulll_iv	Technical cookies	User authentication management	24 hours
ibizaSSID	Technical cookies	User authentication management (user session identification)	2 hours
ibizaUSERID	Technical cookies	User authentication management (user session identification)	2 hours
ibizaDL	Technical cookies	User authentication management (technical tokens for secure data exchange)	2 hours
ibizaExpirationDate	Technical cookies	User authentication management (session expiry management).	2 hours
ibizaTKN	Technical cookies	User authentication management (technical tokens for secure data exchange)	2 hours
ibizaServerUSERID	Technical cookies	User authentication management (technical parameters for application server connection)	4 hours
ibizaServerDOMAINKEY	Technical cookies	User authentication management (technical parameters for application server connection)	4 hours
RLS	Technical cookies	Token server for user role and module storage	2 hours
promoteChannels	Functional cookies	Only for Purchases, display channel promo 1 time per user (achats.fulll.io)	1 year
keepAnnouncementCardClose	Functional cookies	Remembers the closing of information banners to prevent them from reappearing	24 hours

5.2 Third-party cookies

13 Our platform contains cookies issued by third parties as detailed in the table below:

Name	Type	Purpose	Duration
AWSALB	Technical cookies	AWS Load balancing	1 week
AWSALBCORS	Technical cookies	AWS Load balancing	1 week
AWSALBTG	Technical cookies	AWS Load balancing (équilibrage de charge)	1 week
AWSALBTGCORS	Technical cookies	AWS Load balancing (équilibrage de charge)	1 week
intercom-device-id	Functional cookies	Unique anonymous identifier to recognize you during a support chat (Intercom chat). This anonymous cookie identifies each visitor.	9 months
intercom-session	Functional cookies	Session tracking Unique identifier for each browsing session (maintains the continuity of your conversation with support)	1 week

6. Browser settings

- 14 The cookie banner is not displayed on the home page when you are browsing. This is because only the cookies needed for the platform to function are stored.
- 15 You can configure your browser to accept or reject cookies on your terminal, either systematically or depending on who sends them.
- 16 You can also regularly delete cookies from your terminal via your browser.
- 17 However, don't forget to configure all the browsers on your different terminals.
- 18 To manage cookies and your choices, the configuration of each browser is different. It is described in your browser's help menu, which will tell you how to change your cookie choices.

For example:

- for Chrome: <https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>;
 - for Firefox: <https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop?redirectlocale=en-US&redirectslug=enable-and-disable-cookies-website-preferences>;
 - for Opera: <https://help.opera.com/en/latest/web-preferences/#cookies>;
 - for Microsoft Edge: <https://support.microsoft.com/en-gb/microsoft-edge/delete-cookies-in-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09>;
 - for Safari: <https://support.apple.com/fr-fr/guide/safari/sfri11471/mac>.
- 19 However, please note that **if you set your browser to refuse cookies, you may not be able to access certain features or services on our platform** that require the use of cookies, for which we cannot be held responsible.
 - 20 To find out more about how to configure your browser, please visit the website of the Commission Nationale de l'Informatique et des Libertés: <https://www.cnil.fr/fr/cookies-les-outils-pour-les-maitriser>.

7. Rights of data subjects

- 21 You have the right to access, rectify, delete and port your data, as well as the right to limit processing.
- 22 You also have the right to object on grounds relating to your particular situation, at any time, to the processing of personal data based on your legitimate interests.
- 23 You also have the right to formulate special and general instructions relating to the storage, deletion and communication of your personal data after your death.
- 24 For further information, including how to exercise your rights, please refer to our Privacy Policy.
- 25 You may exercise all of these rights by sending an email to dpo@fulll.fr or by mail to the following address: fulll, 14 rue Rhin et Danube, 69009 Lyon, France.
- 26 You also have the right to lodge a complaint with the Commission Nationale Informatique et Libertés, the competent supervisory authority which is located 3, place de Fontenoy 75007 Paris (more information at: www.cnil.fr).

8. Effective date

- 27 This policy is effective from the date it is posted online.
- 28 Fulll reserves the right to change or update this policy at any time without notice.