

# Personal Data Protection & Cookie Policy Charter

Welcome to the website <http://www.lubricants.total.com>. By connecting to our website, you acknowledge that you have read, understood and accepted this Personal Data Protection Policy (herein after referred to as the "Policy") without limitation or reservation along with our [General Terms and Conditions of Use](#). Please note that other general terms and conditions and personal data protection policies apply to other websites of the Total group. It is recommended that you read them carefully.

This Policy is intended to inform you of the rights and freedoms that you can exercise with regard to our use of your personal data. It also describes the measures implemented to protect them.

TOTAL LUBRIFIANTS SA (referred to herein as the "Data Controller") is responsible for processing personal data concerning the management of the Website. Said processing is implemented in accordance with applicable laws.

## 1. Purpose of Processing and Types of Data Collected

When visiting the Website, you may provide with personal data such as your surname and first name in order to benefit from the services offered.

We can in particular collect some of your personal data for external communication purposes, such as answering your requests for information and better understanding your expectations. In our online forms, compulsory fields are marked with an asterisk. If you do not answer the compulsory questions, we will not be able to provide you with the requested service.

Your personal data are not subsequently processed in any manner that is incompatible with the purpose described above or in the collection forms. They are only stored for the requisite amount of time needed to fulfill these purposes.

## 2. Data Recipients

Your personal data may be disclosed only to our specific departments tasked with processing or subsidiaries directly or indirectly owned or to specific partners, independent distributors or sub-contractors for analysis and survey purposes.

Furthermore, if you submit a comment intended to be posted online, we may publish some of your personal data on the Website. Given the characteristics of the internet, *i.e.*, free capture of broadcast information and the difficulty, or even the impossibility, of monitoring usage by third parties, we inform you that you can stop such distribution by contacting us, as indicated in article 5 below.

Since the Total group's activities are organized in more than 130 countries in the world, your Personal Data might be communicated to companies of the Group located in countries offering a level of data protection considered lower than in your home country.

In accordance with EU regulation, the Total group has adopted Binding Corporate Rules regulating the processing of Personal Data coming from the European Union.

If your Data were transferred to a third party, the Total group would comply with applicable law.

## 3. Security and Confidentiality of Your Data

We implement the appropriate measures to ensure the security and confidentiality of your personal data and in particular to prevent them from being altered, damaged or accessed by unauthorized third parties.

## 4. Cookie Management

### 4.1 Principles

When you visit the Website, a "cookie" may be installed in your computer. A cookie is a file that records information concerning your browsing of the Website from that computer (*e.g.*, visited pages, date and time of browsing, viewed links) and will facilitate your visits by making it easier and faster for you to identify yourself to access your target pages.

You can delete cookies installed on your computer at any time and prevent new cookies being saved and receive notification before installation of a new cookie by configuring your browser software. Please refer to the help section of your browser software for more information on how to activate and deactivate these functions and refer to the browser's "types of cookies, cookies, statistics, settings".

**Please note that you may not benefit from some of the services if you uninstall a cookie or prevent cookies from being installed on your machine.**

### 4.2 Types of Cookie, Cookies and Statistics and Settings

Cookies installed on your server when you surf on the Website are cookies which exclusively aim at enabling or facilitating communication through electronic mean or which are strictly necessary for the provision of services you require (Languages cookies, identify cookies...) or statistics cookies or other cookies under the following conditions.

When cookies require your prior consent to the installation, you are asked through the link “More information” in the banner displayed on the front page, given that the pursuit of the navigation on the website means your acceptance.

#### 4.2.1 Cookies Installed

##### *Data Controller cookies*

Cookie	Description	How to optout?	Persistence
<b>Site (has_js)</b>	Contains information about the browser session and allows visitors to log into the website	See article 4.2.2	Removed when the browser is closed
<b>Site (cookie_agreed)</b>	Remembers a visitor's choice regarding cookies	See article 4.2.2	13 months

##### *Third party cookies*

Cookie editor	Description	How to optout?	Persistence
<b>Score Card Research Beacon</b>	Allows Share this to see how many visitors come to the site	<a href="http://www.scorecardresearch.com/OptOutTag.aspx">http://www.scorecardresearch.com/OptOutTag.aspx</a> or see article 4.2.2	2 years
<b>ShareThis</b>	Allows sharing on Miscellaneous Social platforms	<a href="http://www.sharethis.com/privacy">http://www.sharethis.com/privacy</a> click on the “Opt Out” button for advertising cookies or see article 4.2.2	__unam (9 months) __stdlxmap (7 days) __stgmap (7 days) __stid (24hours) __uset (24hours) STPC (24hours)
<b>METRIXLAB</b>	Allows and records the opening of the satisfaction form about the site	please contact <a href="mailto:privacy@MetrixLab.com">privacy@MetrixLab.com</a> or see article 4.2.2	7 months
<b>FASTFONT</b>	Allows to improve the display of contents	See article 4.2.2	Removed when the browser is closed
<b>TWITTER</b>	Records ID's for sharing on Twitter	Through your profile, go to your <b>Security Settings</b> page and uncheck the box under the promoted content section or see article 4.2.2	18 months
<b>FACEBOOK</b>	Records ID's for sharing on Facebook	<a href="https://www.datalogix.com/privacy/">https://www.datalogix.com/privacy/</a> scroll down to the "Choice" heading, click the last "click here" link in the paragraph, and fill in your information or see article 4.2.2	2 years

##### Statistics cookies

Cookie editor	Description	How to optout?	Persistence
<b>AT INTERNET idrxvr tmst</b>	Allows to see how many visitors come to the site and how often	<a href="http://www.xiti.com/en/optout.aspx">http://www.xiti.com/en/optout.aspx</a> or see article 4.2.2	7 months

Statistics Cookies enable to measure the number of visits, the number of pages views, in addition to the activity of visitors on the website including their return rate. In that case, a statistical tool creates a cookie with a unique identifier, which will be stored for a maximum of 12 months

Your IP address is also connected in order to determine the city from where you are connected. It is immediately rendered anonymous after your navigation on the website, which prevents your identification as a physical person. The statistic data concerning the site traffic are first collected by the service provider AT Internet and then returned to the data controller through an aggregated and anonymous way with a web interface to which only he/she can access.

Such data will not be transferred to third parties nor used for another purpose. At any time, you can block those cookies by using the "opt out" procedure described above

#### **4.2.2. How can you delete, set up your browsing to refuse or be informed about the installation of new cookies?**

- How can you delete cookies file already installed on your computer?

- Go on your workstation

- Select in C:\ the "Windows file"

- Open the "temporary internet Files" file

- Select all the files (CTL A)

- Choose the option "delete"

- **How can you set up your browsing to decline or be informed about the installation of new cookies?**

- Surfing with Internet Explorer 5 (Microsoft): choose "Tools", "internet Options", "Security", "Customize the level", in the rolling menu, click on, "authorize cookies on your computer", choose "ask for", to be informed or disable so as to decline all cookies

o Surfing with Internet Explorer 6, 7 or 8 (Microsoft): Click on "Tools", "Internet Options", "Confidentiality", then the level you want to apply.

o Surfing with Firefox: Click on "Tools", "Options". In "Privacy" uncheck "Accept cookies".

o Surfing with Google Chrome: Click on "Customize and Control Google Chrome", click on "Settings". In "Confidentiality", click "Content Settings", and tick "Block cookies and data from third party websites."

## **5. Your Rights**

You have a right to access, query, modify, rectify or delete your personal data. You can obtain disclosure of your personal data. You can also object to the processing and circulation of your personal data. The Company reserves the right to reject any request it deems inappropriate. In accordance with applicable law in force, you have a right of formal consent to sales canvassing via e-mail, fax or automatic caller.

If you wish to exercise these rights or obtain other information, please send your request by e-mail to [Muriel.tailhardat@totak.com](mailto:Muriel.tailhardat@totak.com) or by regular mail to the following address:

TOTAL LUBRIFIANTS

External Communication Department

562 Avenue du Parc de l'Ile

92029 NANTERRE CEDEX

# Personal Data Collection (without data transfer outside the E.U. and without sales prospecting)

If personal data is collected into a specific form on the Website In accordance with the stipulations of the French Act n°78-17 as modified, TOTAL S.A. manages and processes your personal data for the handling of you requests and offered your services on its site.

You are entitled to demand access, to modify, to rectify, or delete your data.

You can also object to the processing and circulation of your personal data on a legitimate ground.

If you wish to exercise your rights, please send your request by contact form or by post to the following address:

TOTAL S.A. Communication Division

2, place Jean Millier

La Défense 6

92078 Paris La Défense Cedex

France