CHAUFFEU

Privacy policy

Chauffeu - NEXANTO
Version 2026-10-13-app12 of 5 November 2026 (app and website version of the text of 13 October 2026)

For information only: this English translation is provided for convenience. The French version prevails.

1 - Controller and contact

SZANTO Dominik, sole trader (entrepreneur individuel, EI), trade name NEXANTO, operates the Chauffeu service, its iOS app and its website https://chauffeu.com and determines the purposes and means of the processing described here. SIRET: 130 807 183 00012. Address: 142 rue du Faubourg Saint-Antoine, 75012 Paris, France.

For any question or request about data: **contact@chauffeu.com**, with the subject "Personal data", or by post to this address. This contact is not presented as a formally appointed data protection officer.

This policy covers users of the app and of the pages served by its server, visitors to the website https://chauffeu.com, including without an account, account holders, people requesting quotes, customers, including those who book on the website without an account, passengers and contacts of business customers of Chauffeu. It is separate from the information about NEXANTO's other activities and from the Carriers' or payment providers' own processing.

2 - Data and sources

Depending on the interaction, the information processed is: surname and first name, email, phone, billing address, company and business contact (including, for a booking for a business on the website, its legal name, its SIREN, SIRET or registration number, its VAT number and a purchase order reference), quote details, booking, journeys, times, places, number of passengers and luggage, useful flight or train references, ratings and comments left after a ride, exchanges and complaints.

Transaction data include the amount, the payment status, its reference (for a PayPal payment, the PayPal order and capture identifiers; for a payment with Stripe, the identifiers of the Stripe payment session, payment and refunds and, where applicable, the wallet used, Apple Pay or Google Pay), refunds and supporting documents. The necessary technical data may include the IP address, security logs and cookie choices.

Account data include the email, first name, surname, phone, language, display currency, time zone, the password stored only as a hash, the Sign in with Apple identifier where applicable, the member number, the Chauffeu Points balance and level, the choice about the newsletter and whether price drop alerts are on, with the date this last changed. **The phone number is required** to create and use an account: it lets the driver send you an SMS or call you about your journey; it can be changed but not removed and, with Sign in with Apple, which does not provide one, you are asked for it right after signing in. The server also records a hash, computed with a secret key, of each email address confirmed for the account, including an address replaced since: it is used only to find your messages when the account is deleted and is erased once they have been anonymised. To secure sessions, the server records for each signed-in device its model (for example "iPhone16,2", never the name given to the device), the app version, an installation identifier and the device's public key; IP addresses are kept only as hashes; for a session opened on the website, the device is the browser used and its key is kept by the website's server (section 2 ter). It also records, for a device on which notifications are allowed, the notification token assigned by Apple and, if you switch on logging in with Face ID or Touch ID, that device's public login key (section 2 bis).

Billing address. A complete billing address is asked for before every payment: first name, surname, address, postcode, city and country; the region or state is optional; in the app, the company name and the VAT number are optional. On the website, a booking for a business also includes the business's legal name, which is required, its SIREN or SIRET number, which is required for a billing address in France, or its registration number in another country, which is optional, and, if you give them, its VAT number and a purchase order reference. The address is recorded with the booking to issue the invoice. In the app, it is also kept on your device for your next bookings. On

the website, when it offers this function, you can save up to 10 billing addresses in your account, from your profile or by asking, during a booking, for the address used to be saved: it is then saved when you confirm the order, even if the payment does not go through, unless it is already among your addresses or 10 addresses are already saved. The most recent one is offered to you by default; you can change or delete each address from your profile. Without such saving, the address is asked for at each booking on the website. For a booking without an account, the address you ask to save is added to an account only if you create that account, or add the booking to it yourself, within 90 days (section 2 ter).

The data come directly from the person, from the customer who books for them, from their authorised employer or organiser, from the Carrier who records how the journey was performed, from Apple when the person uses Sign in with Apple or allows notifications (notification token) and from payment providers (SumUp, PayPal, Stripe) for the status of transactions. Trackers and their data are detailed in the Cookie policy.

Required fields are distinguished from optional information. Without the information needed for the quote, the contact or the journey, the request may not be processed. People are not routinely asked for a passport, a full date of birth or information unrelated to the service.

2 bis - Chauffeu app: permissions and data on your device

The app runs on iPhone and iPad and, when the App Store offers it there, on Mac computers with Apple silicon; "the device" below means the one you use.

Location. Only when you choose to use your current location and allow it on your device, and only while the app is open: the location is used to fill in the pickup address and show it on the map. It is neither tracked in the background nor kept by our servers; only the address you choose for a booking is recorded with it.

Address search and routes. Address search, the map and the calculation of the journey distance use Apple's mapping services (MapKit), which receive the search terms and the places concerned; the same applies when the app looks up the places of a price request prepared with the AI concierge (section 3 bis).

Calendar. Write-only access, requested only when you add a ride to your calendar: the app creates the event and does not read your calendar.

Reminders. With your permission, requested when a first reminder is to be scheduled or earlier if you ask for it in Account > Notifications (just before, a screen tells you that the notifications include ride reminders, payment reminders and price drop alerts), the app schedules on your device a reminder 24 hours and a reminder 1 hour before each pickup; they are removed when the ride is cancelled. These reminders are created by the device itself, without going through our servers.

Notifications sent by the server. When you are signed in and notifications are allowed, the app sends the server the notification token assigned by Apple to your device. The server uses it, through Apple's notification service (Apple Push Notification service), to send you:

- a **payment reminder**, together with the reminder email, when the payment of a booking that was started has not gone through: it gives the booking reference and the time until which payment can be completed; this is a service message;
- **price drop alerts**, switched on when you allow notifications after that screen and stopped with "Stop price alerts" on any alert: when you choose a car during high demand, the server records the journey viewed (places, date and time, passengers, suitcases and any pet), the car and the price shown, and calculates that price again every 5 minutes until midnight, local time of the pickup place. If that price drops by at least 3 % and at least € 1, it sends you at most one alert a day, never between 21:00 and 08:00 (local time of the pickup place), with a whole-euro amount just above the new price and the name of the drop-off place, without a street number. Only one car's price is tracked at a time: a new tracking replaces the previous one. The tracking also stops earlier as soon as you start a booking, stop the alerts or receive that day's alert. An alert holds no price: the price that applies is the one shown when you book.

The token is erased from the server when you log out, remove the device or delete your account, and when Apple reports that it is no longer valid. You can stop price drop alerts at any time with "Stop price alerts" on any alert, and withdraw the notification permission in the device's Settings.

Logging in with Face ID or Touch ID (optional). If you switch it on, the device creates in its Secure Enclave a login key that can be used only after the device has recognised your face or fingerprint. This recognition is done by

the device: your biometric data never leave it, and neither NEXANTO nor the app's server receives them. The server records only, for that device (identified by its installation identifier), the matching public key, its type, the device model, the dates of activation, last use and revocation and the reason for the revocation; each login uses a single-use code, valid for 5 minutes, signed with that key. The key is revoked when you switch the function off, remove the device, reset your password, change your email address, sign out of every device or ask for your account to be deleted; a revoked key is erased 30 days later, and the keys are deleted with the account. The password and Sign in with Apple remain available.

Storage on the device. Session tokens and the device key are kept in the device's keychain; the device's private key and, if you switch it on, the Face ID or Touch ID login key are created in the Secure Enclave when the device supports it and never leave the device. The app also keeps on the device a copy of your profile, your bookings, your recent addresses, your recent journeys (pickup and drop-off places of the journeys you asked a price for, ten at most), your billing addresses, your display preferences, the scheduled reminders, your conversations with the concierge and your agreement to the AI concierge (version of the accepted text and date), so that it works quickly and offline. Recent addresses and journeys are kept only on the device.

No advertising tracking. The app contains no advertising tool, no audience-measurement tool and no third-party tracker; it does not use the device's advertising identifier and does not track you within the meaning of Apple's "App Tracking Transparency" feature. If you have agreed to it in the device's settings, Apple may share anonymised crash and usage reports with the developer.

2 ter - The chauffeu.com website: how it works and data

The website https://chauffeu.com is operated by NEXANTO. Its server, hosted like the app's server (section 5), calls the app's server for prices, accounts, bookings, payments, the AI concierge and messages: the data entered on the website are processed by the app's server in the same way as those entered in the app, under this policy. The functions described below apply when the website offers them.

IP address. On chauffeu.com, our web server passes your IP address to the Chauffeu server with each request, only so that the same anti-abuse limits apply as in the app; the Chauffeu server keeps it only as a hash computed with a secret key, never in clear.

Sign-in and session. Prices can be seen and a booking can be made without an account; you can also sign in to your Chauffeu account, or create one. The website's server keeps, encrypted, your session tokens and a key specific to your browser, which receives only a cookie holding a random identifier, valid for at most 13 months after its last use (Cookie policy, section 1 ter); these are deleted when you log out or when the session expires. When a confirmation email for your email address or a password reset email follows an action taken on the website (account creation, change of email address, resending the confirmation link or forgotten password), its link opens the matching page of the website: as with the booking link described below, the website immediately removes the token from the address bar and replaces it with a cookie valid for at most 30 minutes (Cookie policy, section 1 ter); the full address of the link, token included, is however written once to the access log of the website's web server, which is kept like its other technical logs (section 8).

Booking form. The journey data entered in the booking form (places, date, time, passengers, luggage and options) are kept by the website's server for at most 48 hours, to resume the current request, and in your browser's storage (Cookie policy, section 1 ter). For the same period, the website's server also keeps, in encrypted form, the other information entered in the later steps of the form: the vehicle chosen, the passenger's contact details you give (first name, surname, email address and phone number), flight or train numbers and notes for the driver, the choice of the Journey protection option, the billing address (including, for a business, its legal name, its SIREN, SIRET or registration number, its VAT number and the purchase order reference), the promo code and the payment method chosen.

Payment in progress. During payment, the website's server keeps the current payment attempt (request reference, status, booking request sent and payment page address, kept in encrypted form until the end of the attempt, and, for a booking without an account, the access tokens for the booking, in encrypted form) for at most 49 hours, to bring you back to your booking after the payment page; these tokens are never sent to your browser.

Booking without an account. When you book without an account, the first name, surname, email address and phone number you give for the booking are recorded by the app's server with the booking and the other order data (section 2). They are used to confirm the booking, to send you its emails (confirmation, receipt, cancellation, refund,

ride information), to let the chauffeur reach you and to issue the invoice. Until the payment has gone through, no email is sent to you, and no payment reminder or payment-failed notice is sent for a booking without an account. The anti-abuse limits also apply per email address, and per IP address based on the hash described above. A booking without an account gets neither the level discount nor, until it is added to an account, Chauffeu Points.

Booking link. After payment, the confirmation email and the booking's later emails contain a personal booking link, valid until 30 days after the end of the last journey, which opens the booking on the website. The app's server stores this link only as a hash and, so that it can be sent to you again, in encrypted form. When you open it, the website immediately removes the access token from the address bar and replaces it with a cookie valid for at most 30 minutes (Cookie policy, section 1 ter); the token is not passed to any other website. The full address of the link, token included, is however written once to the access log of the website's web server, which is kept like its other technical logs (section 8). During the booking and for 24 hours afterwards, the website also accesses the booking with a temporary access token, kept encrypted by the website's server. Anyone who has the link can view the booking: pass it on only to people of your choice.

Adding a booking to an account. A booking made without an account can be added to an account that uses the same email address: from the confirmation page, with a token valid for 24 hours that can be used only once and stays on the website's server; from the booking page; or with the email described below. When it is added, the app's server moves the booking, its pending cancellation requests, any promo code use and pending emails to the account, and credits the Chauffeu Points; when it is added from the confirmation page, it also fills in the account's first name, surname and phone number from the booking, if they are not there yet; if you had asked for the billing address to be saved and the booking is added within 90 days of the booking, it adds that address to the account. When an account's email address is confirmed (verification link, password reset or Sign in with Apple), in the app or on the website, the bookings made without an account with that address are added automatically to that account, without adding any billing address to it; they then appear in the account, including in the app. A booking cannot be added to an account that uses a different email address. After it is added, the booking link still lets you view the booking until it expires.

Email inviting you to create your account. About 15 minutes after the confirmation of a booking made without an account, if it has been neither fully cancelled nor yet added to an account and no such link that is still valid has already been sent to your address, the app's server sends you a single email inviting you to create your Chauffeu account, or to sign in if an account already uses your address, to add the booking to it. Its link, valid for 7 days and usable only once, is stored only as a hash (and, while the email is being sent, in encrypted form); it can be requested again from the booking page, at most three times a day. Opened on the website, it is replaced with a cookie valid for at most 30 minutes and written once to the access log of the website's web server, like the booking link. Using it confirms your email address. This email is a message about your booking, not direct marketing: it is sent only once and does not sign you up to any newsletter; you can simply ignore it.

Where bookings come from. For every booking made on the website, the app's server records that it comes from the website; the emails for such a booking contain links to the matching pages of the website, where they exist, rather than to the app.

Recent journeys. If you accept it on the website's banner, the home page keeps in your browser the last 10 journeys you started (place names, date and time, without account data or prices), for at most 30 days, so that you can resume them; this list is not sent to our server, except the journey you resume in the booking form, and it is erased when you log out of the website (Cookie policy, section 1 ter).

Address search and maps (Google Maps Platform). When you type an address in the booking form, the website uses Google Maps Platform: the form loads Google's Maps JavaScript API in your browser, so Google receives your IP address, the page address and the places you type; the website's server also sends Google the places you search for and choose, for address suggestions, place details, the route and the time zone, without your name or email. The places of a price request prepared with the website's AI concierge are looked up in the same way (section 3 bis). The Maps JavaScript API is loaded in your browser only once you have agreed, on the website's banner (Cookie policy, section 3); without that agreement, the booking form remains usable without Google's map, and address search goes only through the website's server.

No advertising tracking. The website loads no advertising tool, no audience-measurement tool and no social-network pixel; its cookies and storage are described in the Cookie policy. The emails about your account and your bookings are sent by the app's server, as for a booking in the app, not by the website.

3 - Purposes and legal bases

Purpose	Main data used	Legal basis
Answering a request and preparing a quote	Contact details, message and requested journey	Pre-contractual steps requested by the person; legitimate interest in handling requests from a representative.
Calculating the price of a journey, including the distance surcharge and prices during high demand	Places and distance of the journey, date and time of the pickup and of the price calculation, time zone of the pickup place, passengers, suitcases and vehicle class	Pre-contractual steps requested by the person, article 6.1.b.
Managing the Customer's order, payment and journey	Identity, contact (including the phone number, shared with the Carrier), billing address, booking and transaction	Performance of the contract, article 6.1.b GDPR.
Giving access to a booking made on the website without an account, sending its emails and adding it to the account that uses the same email address	First name, surname, email and phone given for the booking, reference, access links (as hashes), account that uses the same email address	Performance of the contract, article 6.1.b; automatic addition to the account whose email address is confirmed: legitimate interest in grouping your bookings in your account, article 6.1.f.
Inviting you once by email to create your account after a booking without an account	Email, first name, language, booking reference, whether an account uses that address	Legitimate interest in letting you follow your booking in an account and receive your Chauffeu Points there, article 6.1.f; a single email, no direct marketing.
Saving your billing addresses in your account, if you ask for it	Billing addresses, including the business details given	Performance of the account service requested, article 6.1.b.
Issuing the invoice for a booking for a business	Legal name, SIREN, SIRET or registration number, VAT number and purchase order reference given	Performance of the contract, article 6.1.b; legal invoicing obligations, article 6.1.c, where they require these mentions.
Organising the transport of a Passenger booked by a third party; managing a business contact	Name, useful contact, journey and necessary instructions	Legitimate interest in performing the requested service and coordinating it, article 6.1.f, after considering the person's rights.
Keeping the accounts and the mandatory supporting documents	Invoices, including the billing address, and necessary evidence	Legal obligations, article 6.1.c.
Securing the service, preventing fraud and handling a dispute	Relevant logs, exchanges, evidence of payment or performance, signed-in devices and browsers, IP address hashes, including that of the IP address passed on by the website's server, hashes of the access links to bookings made without an account	Legitimate interest in security and in defending rights; legal obligations where they apply.
Managing your account in the app and on the website, including Sign in with Apple	Login details, contact (including the phone number, required), display preferences (language, currency), signed-in devices	Performance of the requested account service, article 6.1.b.
Logging you in with Face ID or Touch ID, if you switch it on	Public login key and its type, installation identifier and device model, dates of activation, last use and revocation, reason for the revocation	Performance of the requested account service, article 6.1.b.
Sending you a payment reminder by notification	Device notification token, booking reference, time until which payment can be completed, language	Performance of the contract or pre-contractual steps requested, article 6.1.b.

Purpose	Main data used	Legal basis
Sending you price drop alerts, once you have allowed notifications after the screen that says they include them	Whether they are on and the date this changed, journey viewed (places, date and time, passengers, suitcases, any pet), car chosen and price shown, time zone of the pickup place, notification token	Consent, article 6.1.a (given when you allow notifications after that screen); can be withdrawn at any time with "Stop price alerts" on any alert or in the device's Settings.
Managing the Chauffeu Points programme, its level discounts and promo codes	Member number, journeys completed, points credited, level, code used and discounts applied	Performance of the programme rules and of the order, article 6.1.b.
Finding the times of a flight given for an airport pickup	Flight number and date	Performance of the contract or pre-contractual steps requested, article 6.1.b.
Searching for addresses, showing the map and calculating the route on the website (Google Maps Platform)	Search terms and places chosen; in the browser, the IP address and page address received by Google	Pre-contractual steps requested by the person, article 6.1.b; loading the Maps JavaScript API in the browser: consent, article 6.1.a, collected by the website's banner.
Answering with the AI concierge, in the app or on the website, and preparing a price request	Messages, language of the app or the website, first name, Chauffeu Points balance and level and a summary of your bookings (including the number of passengers and suitcases), without precise addresses; on the website without an account, only the messages and the website language; for a price request, the places, date, time, numbers of passengers and suitcases and, where applicable, the flight number that you type	Consent given once in the app or on the website before the first use, article 6.1.a, and asked for again when the list of data sent changes; can be withdrawn at any time.
Monitoring the quality of the service from ride ratings	Rating, chosen topics, optional comment and booking reference	Legitimate interest in checking and improving the quality of the services, article 6.1.f.
Sending the "Travel news & offers" newsletter by email, on Mondays and Fridays	Email, first name, language, time zone, subscription choice	Separate prior consent; can be withdrawn at any time.
Using trackers subject to consent	App: not applicable, no optional tracker. Website: loading Google's Maps JavaScript API in the booking form, saving the list of recent journeys on the home page and remembering your choice	Consent, article 6.1.a, collected by the website's banner; can be withdrawn at any time with the "Manage my cookies" link; no acceptance inferred from browsing.

A booking is not a subscription to marketing. A message about the meeting point, the payment or a cancellation, including the payment reminder sent by notification, is not a subscription to commercial offers. Price drop alerts are sent only once you have allowed notifications after a screen that says they include them; they are never switched on in advance. Data needed for the service are not artificially made subject to a global consent.

Newsletter. The "Travel news & offers" newsletter is sent only to people who have chosen it: the box is never ticked in advance, either when creating the account or in the settings of the app or, when it offers this function, of the account on the website. It is sent on Mondays and Fridays at around 8 am, local time. Each email contains an unsubscribe link; the choice can also be changed at any time in the app or, when it offers this function, in your account on the website. The text of each issue is written per language with the help of OpenAI, without sending any subscriber's personal data.

3 bis - AI concierge, price requests, "Email us" form, ride ratings and flight data

AI concierge. The concierge is an automated assistant. In the app, it is in Help and available after signing in to your account; on the website, when it is offered, it is available with or without an account. Before the first use, and again when that list changes, the app or the website tells you in a sheet that your messages are processed by OpenAI and which data are sent; the concierge works only once you have agreed. In the app, your agreement is recorded on your device, for your account; on the website, it is recorded in your browser and, when you are signed in, by the website's server with your account. The app or the website tells the app's server about it with every message: without that agreement, the server refuses the request and sends nothing to OpenAI. You can withdraw that agreement at any time in the app (Account > AI concierge) or on the website, from the concierge, with no effect on your bookings; the "Email us" form remains available.

When you write to the concierge, the app's server sends OpenAI the messages of the conversation, the language of the app or the website, your first name, your Chauffeu Points balance and level, a summary of at most six of your bookings built by the server from your account (upcoming bookings first, then the most recent: reference, status, date and time, town, airport or station of pickup and drop-off, **without precise addresses**, vehicle class, number of passengers, number of suitcases and cancellation policy) and extracts of Help articles. These data are used to write the answer, to recognise what you are asking for (for example a cancellation) and to estimate the urgency and tone of your latest message (for example annoyance), so as to offer, where needed, to write to the team; these estimates are not recorded by the server. Your email, your phone and your payment data are not sent. The server asks OpenAI not to store the exchanges for later reuse; under OpenAI's terms for its API, the data are not used to train its models and may be kept for a limited period to detect abuse. The server does not keep the content of the conversations, except the message in which you ask for a cancellation (see below); they remain stored on your device or, on the website, in your browser. The concierge cannot itself book, change or cancel a ride, and its answers may be inaccurate. When you ask it to cancel or when the team needs to step in, it forwards your request to the team, in particular through the pre-filled "Email us" form, with the booking reference concerned; the request is then handled and kept as a message of that form. The message in which you ask for a cancellation is kept with the cancellation request, whose time of receipt is used to assess the cancellation deadlines (article 9.1 of the CGV); its text is removed when you delete your account and, at the latest, 12 months after the request has been handled. Do not share bank details, passwords or health information with the concierge.

Concierge on the website, without an account. When you use the website's concierge without being signed in, the app's server sends OpenAI only the messages of the conversation, the website language and extracts of Help articles: no account data (no name, no bookings, no Chauffeu Points, no address, email, phone or payment data). These data are used for the same purposes as above. The concierge then cannot forward any cancellation request: it asks you to sign in or to use the "Email us" form of the Contact page or, for a booking made without an account, the means set out in article 9.1 of the CGV. The number of messages is limited per IP address, using the hash of the IP address passed on by the website's server (section 2 ter); the app's server does not keep the content of these conversations.

Preparing a price request. When you tell the concierge about a new journey you want to book, the server also sends OpenAI, in a second call, your latest messages of the conversation (eight at most), the current date and time and your account's time zone or, on the website without an account, your browser's, without your bookings, your name or your email, to extract the journey details: pickup and drop-off places, date, time, numbers of passengers and suitcases and, for an airport pickup, the flight number. The places, dates, times and numbers of passengers and suitcases that you type are therefore sent to OpenAI; the concierge asks you for a hotel, an airport, a station or a street and town, never a street number, but if you type an address, it is sent with your messages. When the details are complete, the app looks these places up with Apple's mapping services (MapKit), on your device, and opens the price calculator already filled in; on the website, these places are looked up with Google Maps Platform (section 2 ter) and the booking form opens already filled in. You check everything, then book and pay yourself. Nothing is booked until you have checked and paid for the booking. The server does not keep these details; they remain in the conversation stored on your device or, on the website, in your browser.

"Email us" form. Messages sent with the "Email us" form (name, email, topic, optional booking reference, message and, if you choose, the app version, the iOS version and the language) are sent to the team by email and recorded to follow up the request. They are not sent to any artificial-intelligence service: the team reads and handles them itself. This form does not require any agreement to the AI concierge. On the website, the "Email us" form of the Contact page sends your name, your email, the topic, the optional booking reference, your message and

the page language, without any technical information about your device; these messages are handled and kept in the same way.

When you delete your account, the messages sent with this form while signed in to your account, or with an email address confirmed for that account (by using a confirmation or password reset link sent to that address, or through Sign in with Apple), are anonymised on our server: your name, your email address, your message and the app details are removed; only the reference, date, topic, booking reference and language of the message, and, where recorded with it, the suggested topic and priority, remain, for at most 12 months after it was received. Copies already received by email in the team's mailbox are deleted on request at contact@chauffeu.com.

Ride ratings. After a ride, you can rate it (stars, suggested topics and an optional comment). The rating and the comment are recorded with the booking. They are **private**: only authorised members of the team see them, in the service's administration tool; they are neither shared with chauffeurs or Carriers nor published.

Flight data. When you give a flight number, the app's server asks the AeroDataBox flight-data service, accessed through the RapidAPI platform, for the times of that flight. Only the flight number and date are sent, without your name, your contact details or any other booking data. The answer is kept temporarily by the server and reused for every booking on the same flight.

4 - Booking for someone else and special needs

When a third party books, they must pass this policy on to the Passenger. Chauffeu remains responsible for providing the required information, in particular at the first contact, at the latest when the data are first disclosed to a recipient and, unless a legal exception applies, within one month of obtaining them. The Passenger can contact Chauffeu directly to exercise their rights.

For a child seat, only the characteristics useful for its safety are requested. For an assistance or accessibility need, a minimal functional description is preferred: no medical diagnosis is requested. If health information is essential, it is subject to specific information and a valid basis under article 9 GDPR, in particular explicit consent where appropriate, separate from the booking.

This special information is shared only with the people who need it to organise the service. It is deleted when no longer needed, subject to minimal retention justified by a dispute or a legal obligation.

5 - Who may receive the data?

Access is limited to the people authorised to manage requests, bookings, payments and complaints. The Carrier in charge of the journey receives the necessary information: useful identity and contact details, including the phone number that lets the driver reach the Passenger, places, times, flight number and relevant instructions. For the "Third-party provider" class, this Carrier is a partner VTC company selected by Chauffeu (CGV, article 3), which receives the same information. It does not receive, merely because of the ride, the whole customer file, full bank details or ride ratings and comments.

Technical providers for hosting, booking, messaging and maintenance may process data on NEXANTO's behalf, with suitable commitments. Payment providers act under their own obligations and legal role. Carriers may act as independent controllers for their operating and transport obligations; they are not all automatically processors under the GDPR.

Accountants, advisers, insurers, mediators or authorities receive data only if their involvement justifies it or the law requires it. The data are not sold to third parties under this policy.

Providers and technical data flows of the app and the website (taken from the code, the operator's decisions and the providers' published documents, updated on 30 October 2026 and then, for booking without an account, billing addresses and Stripe, on 2 November 2026):

Function	Entity, country and provider's policy	Data, access locations and safeguards

Function	Entity, country and provider's policy	Data, access locations and safeguards
Hosting and backups	Hostinger International Ltd, 61 Lordou Vironos Street, 6023 Larnaca, Cyprus, processor for hosting the virtual private server of the app and of the website https://chauffeu.com and its backups, and the team's mailbox (contact@chauffeu.com); website: https://www.hostinger.com; data processing agreement: https://www.hostinger.com/legal/dpa. Off-site copy of the backups: Scaleway SAS, 8 rue de la Ville-l'Évêque, 75008 Paris, France, processor for storage; data processing agreement: https://www.scaleway.com/en/contracts/.	The app's server and the website's server, operated by NEXANTO on this virtual private server: accounts, bookings, payments, Chauffeu Points, ride ratings, messages and invoices and, for the website, encrypted sessions, booking-form data (at most 48 hours), payment attempts in progress (at most 49 hours) and technical logs; data stored in a data centre located in France (European Union); any access by the hosting provider from a country outside the EEA is governed by the standard contractual clauses of its data processing agreement. The team's mailbox, which receives the messages of the "Email us" form, cancellation requests and the emails you send us, is also hosted by Hostinger; any storage or access outside the EEA is governed by the same clauses. Encrypted backups, including an off-site copy that the server encrypts before sending it to Scaleway, which stores it in the Paris region (France): Scaleway does not hold the decryption key and therefore cannot read this copy (section 8).
Quote/booking tool, account or form	The app's server, the Chauffeu iOS app and the website https://chauffeu.com, operated by NEXANTO; no third-party booking tool.	Accounts, quotes, bookings, contact form; hosted as stated above.
Performing the journey	Partner Carriers: independent professionals and, for the "Third-party provider" class, a partner VTC company selected by Chauffeu; independent controllers for their operating and transport obligations.	Passenger's name and phone number, places, date and time, flight number, number of passengers and bags and useful instructions; transfers outside the EEA as set out in section 7.
Payment	SumUp Limited, Block 8, Harcourt Centre, Charlotte Way, Dublin 2, D02 A9N9, Ireland, electronic money institution authorised by the Central Bank of Ireland (reference C195030), controller of its own payment processing; policy: https://www.sumup.com/en-ie/privacy/; contact: dpo@sumup.com. Apple Pay (Apple) when you choose it, under its own terms. PayPal when you choose it: PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg, credit institution authorised in Luxembourg, controller of its own processing for PayPal accounts in the EEA (for a PayPal account opened in another country, the PayPal entity named in the terms of that account); policy: https://www.paypal.com/ie/legalhub/privacy-full. Stripe when you choose it on the website: Stripe Payments Europe, Limited, payment services provider, the Stripe entity that contracts with businesses established in France; under Stripe's data processing agreement, it processes payment data on behalf of NEXANTO to provide the payment service, and processes them as controller of its own processing, in particular for fraud prevention and to meet its legal and regulatory obligations; policy: https://stripe.com/privacy.	Card details entered directly in SumUp's payment module, shown on the payment page; NEXANTO receives the reference, amount, currency and status of the payment and refunds, never the full card number. For PayPal, you log in to your account on PayPal's pages; NEXANTO sends PayPal the amount, the booking reference and a payment identifier, without your name or email, and receives the PayPal order and capture identifiers, the amount, currency and status of the payment and refunds, never your login details or the other data of your PayPal account. For Stripe, you enter your card details, or use Apple Pay or Google Pay, directly on Stripe's payment page; NEXANTO sends Stripe the amount, the currency, the booking reference, technical payment identifiers, the page language and the email address given for the booking, which prefills that page and helps prevent fraud, and receives the identifiers of the Stripe payment session, payment and refunds, the amount, the currency, the status of the payment, of refunds and of any dispute and, where applicable, the wallet used (Apple Pay or Google Pay), never the full card number.

Function	Entity, country and provider's policy	Data, access locations and safeguards
Email, SMS and customer service	Plus Five Five, Inc. (Resend), 2261 Market Street #5039, San Francisco, CA 94114, United States, processor for sending emails; data processing agreement: https://resend.com/legal/dpa. SMS: sent by the Carrier in charge of the ride.	Email, name, content of service emails, of the contact form and of the newsletter; the emails are sent from Ireland, but Resend keeps their content and sending logs in the United States for 30 days, then for up to 7 more days in its backups. Transfers outside the EEA governed as set out in section 7.
Artificial intelligence	OpenAI Ireland Ltd, 1st Floor, The Liffey Trust Centre, 117-126 Sheriff Street Upper, Dublin 1, D01 YC43, Ireland, processor for the AI concierge of the app and the website, including without an account on the website and for the preparation of price requests (used only after your agreement), and for writing the newsletter, without any subscriber's personal data; "Email us" form messages are not sent to it; data processing agreement: https://openai.com/policies/data-processing-addendum/.	Data described in section 3 bis; possible processing outside the EEA, in particular in the United States, by OpenAI group companies and their sub-processors (list and countries: https://openai.com/policies/sub-processor-list/), governed as set out in section 7; OpenAI keeps abuse-monitoring logs for up to 30 days, unless the law requires longer or it is needed to prevent abuse; under OpenAI's terms for its API, the data are not used to train its models.
Flight data	AeroDataBox, flight-data service registered in British Columbia (Canada), owned by TIMBER BYTES LLP, accessed through the RapidAPI API platform of Nokia of America Corporation (Rapid), 600 Mountain Avenue, Murray Hill, NJ 07974, United States; providers of the flight times; policies: https://rapidapi.com/privacy/ and https://aerodatabox.com/privacy.	Flight number and date only, without name, contact details or other booking data; calls made by the app's server only, through RapidAPI's gateway (hosted by Amazon Web Services), which passes the request on to AeroDataBox.
Sign-in, maps and notifications	Apple (Apple Distribution International Ltd., Ireland, for the EEA); policy: https://www.apple.com/legal/privacy/.	Sign in with Apple: Apple identifier, email or relay address, name if you share it. Maps (MapKit): address searches and route calculation, including for the places of a price request prepared with the concierge. Notifications (Apple Push Notification service): the device's notification token and the content of the notification (booking reference and time until which payment can be completed, or amount and name of the drop-off place of a price drop alert), sent by the server to Apple, which delivers them to the device. Ride reminders are scheduled on the device and do not go through this service.
Address search and maps on the website	Google (Google Maps Platform), under the Google Maps Platform terms of NEXANTO's account, controller of its own processing; policy: https://policies.google.com/privacy.	On the website only: the Maps JavaScript API loaded in your browser by the booking form receives your IP address, the page address and the places typed; the website's server sends the places searched for and chosen, for address suggestions, place details, the route and the time zone, without your name or email; processing possible outside the EEA under section 7.
Audience or other optional services	None (checked in the code of the app and the website, and by a browser check of the website on 30 October 2026).	No tracker, no audience measurement, no advertising tool; see the Cookie policy.

Hostinger, Scaleway, Resend and OpenAI act as NEXANTO's processors, on its instructions, under the data processing agreement that forms part of their terms of service, accepted when the account was opened. These agreements require them to process the data only on NEXANTO's instructions, to keep it confidential and secure, and to impose the same obligations on their own sub-processors: they thus provide a protection of the data at least equal to the one described in this policy. RapidAPI and AeroDataBox receive only the number and date of a flight,

which do not by themselves identify you: they do not process your personal data on NEXANTO's behalf. SumUp, PayPal and Apple act as controllers of their own processing, themselves subject to the GDPR; Stripe acts in the role set out in the table above. For Google Maps Platform, used by the website, Google also acts as controller of its own processing, under its data protection terms.

6 - Payments and security

The payment flow sends the entry of bank details to the payment provider identified above: in the app, the payment page with SumUp's payment module opens in a secure, private Safari browsing session that shares no cookies or history with Safari; for a PayPal payment, PayPal's pages open in the same private session. On the website, the payment page and, where applicable, PayPal's pages open in your usual browser, not in a private session; when you choose Stripe, Chauffeu's payment page takes you, in that same browser, to Stripe's payment page, where you enter your card details or use Apple Pay or Google Pay, and then brings you back to the website. Chauffeu keeps the necessary transaction references, not the card security code, the card details entered at Stripe or PayPal login details. A full card number must not be sent by email or in a free-text form.

NEXANTO applies measures suited to the risks: access restrictions, account protection, updates, secure exchanges and management of backups and incidents. In particular, exchanges with the server are encrypted (HTTPS), passwords and session tokens are stored only as hashes, sessions are tied to the device key or, on the website, to a key specific to the browser, kept encrypted by the website's server, logging in with Face ID or Touch ID uses a single-use code signed with a key that never leaves the device, the access links to bookings made without an account are stored by the app's server only as hashes and, when they must be able to be sent again, in encrypted form, IP addresses are kept only as hashes, the access logs of the app's server contain no tokens, cookies or full IP addresses (the access log of the website's web server may contain once the address of a link opened from an email, section 2 ter), and the backups made by the service are encrypted, except the copy of the database taken on the server just before an update and the backups and snapshots of the disk made by the host, which are not encrypted with NEXANTO's key and are protected by access to the hosting account (section 8). No system can guarantee that no incident will ever occur. Notifications to the authorities and the people concerned are made when the regulations require it.

7 - European services and data transfers

A journey in another country involves sharing only the useful data with the Carrier concerned. A European country may be located **outside the European Economic Area (EEA)**: the commercial area "Europe" is therefore not a guarantee of hosting or processing within the EEA. Among the countries served, Moldova, Switzerland, Ukraine and the United Kingdom are outside the EEA. The app's server and the website are hosted in France.

When a recipient or a remote access is outside the EEA, the transfer must rest on a valid mechanism: an applicable adequacy decision, or appropriate safeguards such as standard contractual clauses together with the necessary assessments and measures. Derogations are used only when their own conditions are met, not as an automatic solution for regular transfers.

Some providers may process data outside the EEA, in particular in the United States. The safeguards used are:

- **Resend** (Plus Five Five, Inc., United States): the European Commission's standard contractual clauses, included in its data processing agreement; Resend is also certified under the EU–US Data Privacy Framework.
- **OpenAI**: the contract is with OpenAI Ireland Ltd, established in the EEA; its transfers to OpenAI group companies and its sub-processors outside the EEA rest, under its data processing agreement, on standard contractual clauses or an adequacy decision.
- **PayPal**: PayPal (Europe) S.à r.l. et Cie, S.C.A. is established in the EEA (Luxembourg) and is the controller of its own processing; any transfers it makes outside the EEA are described in its privacy statement.
- **Stripe** (on the website): any transfers of data by Stripe outside the EEA, in particular to the United States, rely on the safeguards described in its privacy policy and its data protection terms.
- **Apple** (Sign in with Apple, maps and notifications): Apple acts under its own terms; its services, including Apple's notification service, may process data outside the EEA, in particular in the United States, under the safeguards described in its privacy policy.
- **Google** (Google Maps Platform, on the website): Google acts under its own terms; its services may process data outside the EEA, in particular in the United States, under the safeguards provided for in its data protection

terms and described in its privacy policy.

- **RapidAPI** (Nokia of America Corporation, United States) and **AeroDataBox** (Canada): only the number and date of a flight are sent to them, without any data that identifies you.
- **Hostinger** and **Scaleway**: the app's server, the website and backups stored in the European Union; any transfer outside the EEA, including for the team's mailbox hosted by Hostinger, is governed by the standard contractual clauses of their data processing agreements.
- **Carriers** performing a journey outside the EEA: in the United Kingdom and Switzerland, European Commission adequacy decisions; in Moldova and Ukraine there is no adequacy decision: only the data needed for the requested journey are shared with the local Carrier, this transfer being necessary for the performance of the transport contract (article 49(1)(b) GDPR) or, when a third party booked for the Passenger, of a contract concluded in the Passenger's interest (article 49(1)(c) GDPR).

The countries, recipients and safeguards of the actual flows are given in the table above and specified for the journey where necessary. A copy or description of the safeguards can be requested at contact@chauffeu.com, subject to legitimate redactions. Accepting the CGV does not replace a transfer safeguard.

8 - Retention periods

Data are used for as long as useful for the service, then deleted, irreversibly anonymised or archived with restricted access. Journey data are not all kept indiscriminately for the accounting period.

Category	Period or criterion
Contact or quote request without an order	Until closed, then at most 12 months after the last exchange, unless a specific need for evidence applies.
Unsuccessful quotes and payments	Unused quote: 1 day. Unpaid booking and unsuccessful payment attempt, including an unpaid PayPal order or Stripe payment session and an unpaid booking without an account with its contact details: 90 days. On the website, booking-form data kept by the website's server: at most 48 hours; payment attempt in progress kept by the website's server: at most 49 hours.
Booking and proof of performance	While the journey is managed, then archiving of only the elements useful as evidence, in principle 5 years after its performance or end, subject to specific limitation periods. Cancellation requests are kept with the booking; their text and the hash of the sender's address are removed 12 months after the request has been handled. For a booking made without an account, the contact details given for the booking are kept with it for the same period; their erasure can be requested (section 9), the data needed for accounting and evidence being kept.
Links of a booking made without an account	Access token used by the website during the booking: until 24 hours after the booking. Token for adding the booking to an account from the confirmation page: 24 hours, single use. Booking link: until 30 days after the end of the last journey. Link in the email inviting you to create your account: 7 days, single use. These links are stored as hashes and deleted at the latest 7 days after they expire. Billing address you asked to save: added to an account only if the booking is added to it within 90 days; otherwise it stays recorded with the booking.
Billing addresses saved in the account (website)	Until you delete them from your profile or the account is deleted; at most 10 addresses.
Ride ratings and comments	Recorded with the booking concerned and kept for the same period as the booking.
Electronic contract with a consumer of at least 120 euros	Legal retention of the contract for 10 years from the performance of the service, under the applicable texts.
Invoices and accounting records	10 years from the end of the financial year concerned.

Category	Period or criterion
Customer account	Until closure is requested or, after notice, after 3 years of inactivity; the necessary contractual archives are kept separately. If you ask in the app to delete your account while a paid journey is upcoming, the date of the request is recorded, you are signed out on all your devices, your newsletter subscription is removed immediately and a cancellation request is recorded for each upcoming journey (CGV, article 9.1); the account is deleted automatically as soon as no paid journey is upcoming any more (journeys cancelled by the team or performed) and the emails and refunds related to these cancellations have been handled, usually within 2 business days. Meanwhile, signing in to the account is refused. Test bookings do not count as paid journeys. On deletion, the account is anonymised immediately and the billing addresses saved in it are deleted; bookings and invoices keep only the data needed for accounting and evidence. Your messages sent with the "Email us" form and the text of your cancellation requests are anonymised in the same way (section 3 bis); the cancellation request itself stays recorded with the booking, as evidence.
Emails and notifications waiting to be sent and local copies of emails	The address and content of an email, and the text of a notification, are erased from the server at most 30 days after it is sent or after the last attempt to send it. While sending through the email provider is not switched on, emails are recorded on the server as local copies, deleted at most 30 days after they are made. When the account is deleted, the emails addressed to you or forwarding your messages to the team are erased, local copies included, and those still waiting are not sent, except the email confirming the deletion; the text of notifications is erased too.
Sessions and signed-in devices	Until logout, revocation or expiry of the session, then 30 days. Notification token: erased at logout, when the device is removed, when the account is deleted or when Apple reports that it is no longer valid. Face ID or Touch ID login key: until it is revoked, then 30 days; deleted with the account. On the website: session tokens and the browser key kept by the website's server until logout or expiry of the session; the sign-in cookie, which holds only a random identifier, changes at every sign-in and logout and expires at most 13 months (395 days) after its last use, this period being renewed at most once a day. Access cookies for a booking made without an account, for the password-creation link and for the email address confirmation and password reset links: at most 30 minutes.
Price drop alerts	Whether they are on and the date this changed: with the account, until it is deleted. Tracking of a car's price: until midnight, local time of the pickup place, or until it stops earlier (section 2 bis), then deleted 2 days later. Log of notifications sent (identifiers, number of devices and date, no text): 30 days.
Data stored on the device or in the browser	Local copy of the profile, bookings, recent addresses and journeys, billing addresses and concierge conversations: on your device, until the app is deleted; concierge conversations are not kept by our servers, except the message of a cancellation request (section 3 bis). Ride reminders: until the time of the reminder or the cancellation of the ride. Session tokens: valid until logout or expiry. On the website, data kept in the browser's storage (current journey, request reference, agreement to the concierge and conversation): until they are cleared in the browser or the browsing session ends; time format chosen in the booking form (12 h or 24 h): until it is cleared in the browser; recent journeys on the home page, if you accepted it: at most 30 days, erased when you log out of the website (Cookie policy, section 1 ter).
Commercial offers, if subscribed	Until withdrawal; at the latest 3 years after the prospect's last active contact or the end of the commercial relationship for a customer.
Objection to marketing	Minimal information to stop contacting the person, for 3 years from the objection.

Category	Period or criterion
Encrypted backups	Deleted or anonymised data remain in the encrypted backups already made until those are replaced by the backup rotation: hourly copies of the database kept 48 hours, daily full backups 14 days, weekly ones 8 weeks and monthly ones 24 months, so at most 24 months. The off-site copy of these encrypted backups (section 5) is deleted within the same limit of at most 24 months. The copy of the database taken on the server just before an update of the service, which never leaves the server, is deleted at the latest 30 days later. Backups and snapshots of the server's disk made by the host, which are not encrypted with NEXANTO's key and are protected by access to the hosting account, are kept within the same limit of 24 months. These backups are used only to restore the service. Invoices are also archived every year in a separate encrypted backup, kept for the retention period of invoices.
Security logs	Technical logs: at most 6 months in principle; the service's log and the access logs (without tokens, cookies or full IP addresses) are kept for at most 30 days. Account security events (for example a refused login, a password reset, an email address change or revoked sessions), recorded with identifiers, codes and the hash of the IP address: 400 days. Log of the team's actions in the administration tool (date, author, action and item concerned): 24 months. Technical logs of the website's server: at most 6 months in principle; the access log of the website's web server may contain the full address of a booking link, a password-creation link, an email address confirmation link or a password reset link opened from an email (section 2 ter). Payment notifications received from Stripe (identifier, type and date of the event, without card data): 35 days. Limited and documented extension for an incident, an obligation or a dispute.
Cookie choices	App and pages served by its server: not applicable, no cookie choice is asked for or remembered there. Website https://chauffeu.com: your choice on the banner is recorded in your browser for 6 months, then asked for again; the proof of the choice (date, version of the banner and choice made, without your identity) is kept by the website's server for the same period (Cookie policy, section 5).
Complaint, exercise of rights or litigation	For the duration of the handling, then minimal archiving justified by the time limits for remedies, the outcome of the dispute or legal obligations.

Longer retention applies only if a specific legal obligation or need justifies it, in particular for personal injury. Sensitive data, technical logs and any identity documents that may be needed are not automatically archived with all invoices.

9 - Your rights

Under the GDPR, you can request access to, rectification, erasure and restriction of your data. You can object to processing based on legitimate interest for reasons relating to your situation. You can object to marketing at any time, without giving reasons.

Portability covers the data you provided, processed automatically on the basis of consent or a contract, when the legal conditions are met. You can withdraw your consent at any time, without affecting the lawfulness of earlier processing. You can also give the instructions provided for by French law on what happens to your data after your death.

In the app, you can edit your profile (the phone number can be changed but not removed, as the account needs it), manage the newsletter, stop price drop alerts (with "Stop price alerts" on any alert), switch logging in with Face ID or Touch ID on or off, withdraw your agreement for the AI concierge and delete your account yourself, at any time, after confirming your identity. On the website, when it offers these functions, you can edit your profile, add, change and delete your saved billing addresses, manage the newsletter and withdraw your agreement for the AI concierge; the account is deleted in the app or on request at contact@chauffeu.com. Your saved billing addresses are included in the data given to you in answer to an access or portability request. If a paid journey is upcoming, the team cancels it under the CGV (the time of the deletion request counts) and the account is deleted once this is

done, usually within 2 business days (section 8); you receive an email when you make the request and another when the account has been deleted. Meanwhile you can no longer sign in: a request for access to your data can then be sent to contact@chauffeu.com. Send your other requests to **contact@chauffeu.com** or to the postal address in section 1. An identity document is not routinely required: a proportionate check may be requested in case of reasonable doubt. The answer is given in principle within one month; an extension of two months is possible if justified and announced within the first month. Any restriction or impossibility is explained.

Booking made without an account. For a booking made on the website without an account, send your requests to contact@chauffeu.com with the booking reference, preferably from the email address given for it; a check using the contact details recorded for the booking may be asked for. In particular, you can ask for the booking's contact details (name, email and phone) and its access links to be erased; while the journey is upcoming, these contact details remain necessary for the driver and for the booking's emails, and the erasure is carried out after the journey or its cancellation. The data needed for accounting and evidence, including the invoice and the billing address with the name shown on it, are kept for the periods in section 8.

You can lodge a complaint with the **CNIL**, https://www.cnil.fr, 3 place de Fontenoy - TSA 80715 - 75334 Paris Cedex 07, or another competent supervisory authority. Contacting NEXANTO first is not a condition of this complaint.

10 - Automation and changes

No decision based solely on automated processing that produces legal effects concerning you or similarly significantly affects you, within the meaning of article 22 GDPR, is taken. The AI concierge helps answer, prepare a price request and forward requests to the team; it decides neither a booking, nor a price, nor a cancellation, nor a refund. Requests forwarded by the concierge and the cancellation requests recorded when an account is deleted are handled by the team. "Email us" form messages are not sorted automatically. Prices are calculated with the same pricing rules for everyone (journey and distance, date and time of the pickup, vehicle class, options), without profiling: during high demand they may be higher than usual, in the same way for everyone; the Chauffeu Points level discount depends only on the number of points accumulated, under the Rules. Price drop alerts, which you choose to switch on, only follow the price of the car you chose for the journey viewed; they rest on no profile and change no price. The automatic addition, to an account whose email address is confirmed, of the bookings made without an account with that address (section 2 ter) changes neither those bookings nor their price. Automatic security checks, such as limiting the number of attempts or verifying a payment, may temporarily block an action; you can then contact the team, which reviews the situation. No profiling or permanent geolocation tool is used merely because of a booking.

The policy is updated according to the processing actually carried out. Significant changes are notified before a new use when information or a new consent is required. Merely changing this text does not create a new legal basis.