

FR-01 — Consumer Mediation & CNIL Information

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1. Scope

This page is addressed to users located in France. It supplements the global documents and the EU/EEA appendices rather than replacing them.

It brings together the routes of recourse available in France for consumer disputes and for data protection.

2. Complaint to SIMG SASU first

Any complaint concerning a subscription, a payment or the operation of the service must first be sent to SIMG SASU:

contact@thesimg.com · +33 (0)1 59 58 01 53

SIMG SASU, 37 avenue du Roule, 92200 Neuilly-sur-Seine, France

This prior step is a condition for the mediator to accept a referral.

3. Consumer mediation

Under articles L.612-1 and following of the French Consumer Code, a consumer may refer a dispute free of charge to the consumer mediator appointed by SIMG SASU, after sending a written complaint that has not received a satisfactory answer within two months.

The appointed mediator is:

CM2C — Centre de la Médiation de la Consommation de Conciliateurs de Justice

49 rue de Ponthieu, 75008 Paris, France

Telephone: +33 1 89 47 00 14 (Monday to Friday, 10:00 to 12:00)

Referral website: <https://cm2c.net>

Conditions for referral:

- referral is free of charge for the consumer;
- it is admissible only after an attempt to resolve the dispute directly with SIMG SASU;
- it must be made within one year of the written complaint sent to SIMG SASU;
- mediation is not compulsory and does not remove the consumer's right to bring the matter before the courts.

4. Online dispute resolution

Consumers resident in the European Union may also use the out-of-court dispute resolution mechanisms provided for by EU law.

5. Data protection: complaint to the CNIL

Any request concerning personal data may be sent to SIMG SASU at contact@thesimg.com. How to exercise your rights is set out in the Global Privacy Policy and in the EU/EEA Privacy Appendix.

If the answer given does not satisfy the user, they may lodge a complaint with the French supervisory authority:

Commission nationale de l'informatique et des libertés (CNIL)

3 place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France

www.cnil.fr

A complaint to the CNIL is separate from consumer mediation: the first concerns personal data, the second contractual disputes.

6. Related documents

Subscription Terms & Terms of Sale; Global Privacy Policy; EU/EEA Privacy Appendix; EU Consumer & Subscription Addendum; Company & Legal Information.

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