Privacy Policy and Cookies

(This is an automatic translation of the French version available on the site when you set it in French. Only the French version can be considered as a reference in case of legal dispute.)

We collect the following information about the services you use and the use you make of them:

- Technical data: IP address, internet connection, type of browser, information about your computer;

- Data collected using cookies.

The LOLA platform implements all the technical and human means at its disposal to protect the users and the data that you communicate.

In this respect, the operator undertakes to:

- Keep confidential any data entered or downloaded on the platform by their users with the exception of data that the user themself has made public or has themself communicated to the model;
- Not give to any third party any information transmitted by the user;
- Delete from its servers any data deleted by the user on an active account or, in case of retention, to use them only for personal statistical, analytical or management purposes;
- Remove from its servers any data relating to the user account or the deletion of the account by the latter or by the operator or, in case of conservation, to use them only personally for statistical, analytical or management purposes;
- Not publish any of the content exchanged with a model during a session;
- Make sure that the model does not publish on the platform any content exchanged with the user.

The operator informs you that the data provided will be used for the proper functioning of the proposed service.

The operator also wants to inform you in a clear and transparent way about the use of cookies when browsing on its website, and via its iPhone, iPad and Android applications where appropriate.

1) What is a cookie

A cookie is a text file stored on the hard drive of your device (computer, tablet, mobile) through your browser software during the consultation of an online service.

This means that a cookie is sent to us each time you open a page on our site from your computer or mobile device. Cookies registered by us or by third parties when you visit our site or our apps do not personally recognize you as an individual, but only recognize the device you are using. Cookies do not store sensitive personal data, but simply provide information about your browsing so that your device can be recognized later.

Cookies do not cause any damage to your device, but make it easier, for example, to find your preferences, to pre-fill certain fields and to adapt the content of our services.

Only you choose if you want to have cookies stored on your device and you can easily control the registration of cookies. For specific information on the management and control of cookies, please refer to the section "Your choices regarding cookies".

2) Cookies used on the site

a) Functional and identification cookies

The functional cookies that we issue allow us:
- to identify you when you connect to our platform;
- to adapt the presentation of our sites, applications and advertising space to the display preferences of your terminal (language used, display resolution, operating system used, etc.), according to the hardware and software of visualization or reading that your terminal has;
- to facilitate your searches by keeping your automatic searches and your saved ads;
- to improve your user experience by pre-filling certain fields of our forms.

b) Analytical cookies

The analytical cookies that we issue enable us to better understand our sites and applications and to improve our services by establishing statistics and volumes of visits and usage (sections and content visited, routes, etc.).

c) List of cookies

i) Name: __cfduid
Domain: .crisp.chat
Description: The website lolanextdoor.com provides an instant messaging module ("Crisp") allowing users to interact with the customer support site. This email module uses 4 cookies whose specificities can be obtained from the owner company.

ii) Name: _ga
Domain: .crisp.chat
Description: The website lolanextdoor.com provides an instant messaging module ("Crisp") allowing users to interact with the customer support site. This email module uses 4 cookies whose specificities can be obtained from the owner company.

iii) Name: amplitude_idcrisp.chat
Domain: crisp.chat
Description: The website lolanextdoor.com provides an instant messaging module ("Crisp") allowing users to interact with the customer support site. This email module uses 4 cookies whose specificities can be obtained from the owner company.
iv) Name: crisp-client / session / -JzqEmX56venQuQw4YV8
Domain: crisp.chat

Description: The website lolanextdoor.com provides an instant messaging module ("Crisp") allowing users to interact with the customer support site. This email module uses 4 cookies whose specificities can be obtained from the owner company.

v) Name: _ga
Domain: .lolanextdoor.com
Description: The lolanextdoor.com website uses Google Analytics to obtain information about the behavior of users on the site. The data generated and used are anonymous statistics.

vi) Name: crisp-client / session / 12ab5adb-7764-4e87-ae8b-d40c9970e415
Domain: .lolanextdoor.com
Description: The website lolanextdoor.com provides an instant messaging module ("Crisp") allowing users to interact with the customer support site. This email module uses 4 cookies whose specificities can be obtained from the owner company.

vii) Name: crisp-client / domain-detect / 1518528854579
Domain: .lolanextdoor.com
Description: The website lolanextdoor.com provides an instant messaging module ("Crisp") allowing users to interact with the customer support site. This email module uses 4 cookies whose specificities can be obtained from the owner company.

viii) Name: userToken
Domain: www.lolanextdoor.com
Description: The lolanextdoor.com website makes use of a particular cookie whose presence is essential to the proper functioning of its software. This cookie is used to identify a unique and individual user and allows them to access their information. This information is not recorded or used elsewhere than in Lola's systems, and is held only temporarily while the user accesses the pages of their account and other pages that require secure and exclusive access. Without this cookie, access could not remain secure, so it is very important.

ix) Name: hotesseToken
Domain: www.lolanextdoor.com
Description: The lolanextdoor.com website makes use of a particular cookie whose presence is essential to the proper functioning of its software. This cookie is used to identify a unique and individual user and allows them to access their information. This information is not recorded or used elsewhere than in Lola's systems, and is held only temporarily while the user accesses the pages of their account and other pages that require secure and exclusive access. Without this cookie, access could not remain secure, so it is very important.

3) Your choices regarding cookies

You can configure your browser at any time so that cookies are saved in your device (opt-in) or, conversely, they are rejected (opt-out). Some browsers allow you to define rules to manage cookies site by site.

For the management of cookies, the configuration of each browser is different. It is described in the help menu of your browser, which will allow you to know how to modify your wishes:

- Internet Explorer
- Safari
- Chrome
- Firefox
- Opera

4) Your Online Choices Platform

The platform youronlinechoices, proposed by the European association EDAA (European Digital Advertising Alliance) and managed in France by the Interactive Advertising Bureau France (IAB France), offers you the possibility to refuse or accept the advertising cookies of many professionals in digital advertising.

We advise you to use this platform to control the deposit of advertising cookies targeted to your device by these professionals.

Note that these procedures will not prevent the display of advertisements on the websites you visit. They will only block technologies that allow you to tailor ads to your interests.

5) Other resources

To find out more about targeted advertising and the choices you have in this area, you can consult the resources below:

- European Interactive Digital Advertising Alliance
- Internet Advertising Bureau France

6) Refusal

A banner asking you to accept or refuse the use of cookies is visible on any page of the site when you first log in. The choice you make is valid for a period of 13 months.

You can always change this choice at any time by using the corresponding tab.

In the absence of the acceptance of the transmission of cookie, the user is informed that the services of the platform may be slowed down or not optimized.