

Thematic data sheets

Trust

Benchmark employer / Customer experience / **Personal data** / Support for families / Radio waves / Responsible purchasing

Protecting personal data

Challenges / vision / beliefs

Orange aims to create a secure and reassuring digital landscape for all its residential and business users:

- Orange published its data protection and privacy policy as early as 2010 (updated in 2014).
- The Data Strategy Governance Board, which reports to the Group Executive Committee, is the guarantor of the fundamental principle that the personal data that customers entrust to Orange must be used legitimately and responsibly; it is backed up by Data Protection Officers, appointed in all subsidiaries in Europe, and data protection correspondents identified for all other subsidiaries.

For more information

A European reform of the rules for protecting personal data came into effect on 25 May 2018; it aims to harmonise the management and protection of personal data in Europe, across all sectors, and to strengthen consumer rights, especially in terms of transparency.

Roadmap

- Controlling risks throughout the life cycle of offers;
- Developing tools to provide our customers with the means to manage the personal data they provide on Orange platforms, for all services managed by Orange;
- Reinforcing Group governance regarding personal data protection and privacy.

News / achievements in 2017

- Controlling risks throughout the life cycle of offers
 - From the design stage onwards, Orange products and services are risk-assessed using the **High Level Risk Assessment (HLRA)** method; in 2017, Orange strengthened its methodology for analysing impacts on protection across all Group areas, in particular in innovation processes and the development and launch of offerings, in order to guarantee customers that their data are secure and to offer transparency at every step of the customer relationship. This new methodology hands over control to clients, via easy-to-use applications, to manage the data they share with Orange.
 - when they are used by Orange customers, a full range of security solutions is made available to protect their devices and prevent attacks, such as the "Trusted Badges".
 - On Orange networks, the global security policy is compliant with the ISO 27001 standard on information security management systems, associated with regular internal security audits carried out by a dedicated division.
- Enabling Orange customers to use the internet with peace of mind



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Corporate Social Responsibility

- Transparency and an understanding of what is at stake in the protection of personal data have been improved thanks to the “My Data My Identity” section of the Orange France BienVivreLeDigital site (<https://bienvivreledigital.orange.fr/mes-donnees-mon-identite>); this site features four sections: making the most of the internet while staying secure, protecting your privacy, better control of advertising, and peace of mind for online purchases. The “My Data My Identity” section was re-designed in July 2017: over 1,400,000 pages were viewed in 2017.
- Specifically for businesses, Orange has 1,200 security specialists, an epidemiology lab which researches and every day builds into the company’s defences the threat from 20,000 to 30,000 malware programs not yet detected by standard solutions, 6 Security Operation Centres (SoC) around the world overseeing and responding to events 24/7/365, a Computer Emergency Response Team (CERT) in France with sub-centres in Montreal and Singapore to ensure constant monitoring, 2 DDoS Scrubbing Centres in France and the United States, and datacentres specialising in cleaning up detected, blocked and rerouted traffic in the event of attacks. In October 2017, Orange opened its new Orange Cyberdefence campus, home to nearly 500 employees boasting cutting-edge expertise in anticipating and managing cyber-security threats. Orange was recognised by Pierre Audouin Consultants as the number 1 supplier of IT security services in France for 2016 - the 5th year running.

Going further

- [Orange data protection policy](#)
- [The Orange Trust Badge](#)
- [Orange Business security offerings](#)
- [Orange Cyberdefense](#) (french)