

Invivox.com customer feedback policy

Introduction

At Invivox, we attach great importance to the satisfaction of our users. Customer feedback enables us to continually improve our services and guarantee an optimal experience. This policy describes the procedures for collecting, moderating and publishing customer reviews on our Invivox.com site, in compliance with the regulations in force in France.

1. Collection of notices

Reviews are collected from users who have participated in an event or online course offered by Invivox. Reviews are solicited by email after participation in the event. No consideration is provided in exchange for reviews.

2. Authenticity of notices

In accordance with the AFNOR NF Z74-501 standard and the recommendations of the DGCCRF (Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes), we are committed to guaranteeing the authenticity of published reviews:

- **Identity verification:** Only users who have actually participated in an event or course can leave a review.
- **Traceability:** Each notice is associated with a verifiable participation.
- **No modification:** Notices are not modified, except for reasons of legal compliance or moderation (see Moderation section).

3. Notice moderation

All reviews are subject to post-publication moderation. This moderation aims ensure compliance with the following rules:

- **Compliance with the law:** Notices must not contain any illegal, defamatory, insulting or public-order offending statements.
- **Privacy:** Notices must not divulge personal or sensitive information.
- **Relevance:** Reviews must be directly related to the event or course in which the user participated.

Reviews that do not comply with these rules will be removed. Users will be informed of the reasons for depublishing their review.

4. Publication of notices

Validated reviews are published on Invivox.com within a reasonable period of time. Reviews are displayed chronologically, from the most recent to the oldest. Each review is accompanied by the date of publication and, if possible, the user's name or pseudonym.

Reviews are stored and published for an unlimited period of time. There is no procedure for checking reviews, as stipulated in article D111-17 of the French Consumer Code.

5. Right of reply

In accordance with the law, any person or entity subject to a negative review has a right of reply. This right can be exercised by contacting our customer service department at .valerie@invivox.com

6. Transparency and fairness

We are committed to treating all notices fairly and transparently. No review will be deleted or modified for commercial or convenience reasons. Negative reviews are published under the same conditions as positive reviews, as long they comply with the moderation rules.

7. Privacy Policy

The collection and processing of customer reviews comply with the provisions of General Data Protection Regulation (RGPD). Personal data collected in the context of reviews is used solely for the management and publication of reviews, and is not passed on to third parties without the explicit consent of users.

8. Contact

If you have any questions or complaints about our customer feedback policy, please contact us at .valerie@invivox.com

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This policy may be updated regulations and our practices evolve. We invite you to consult it regularly.

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