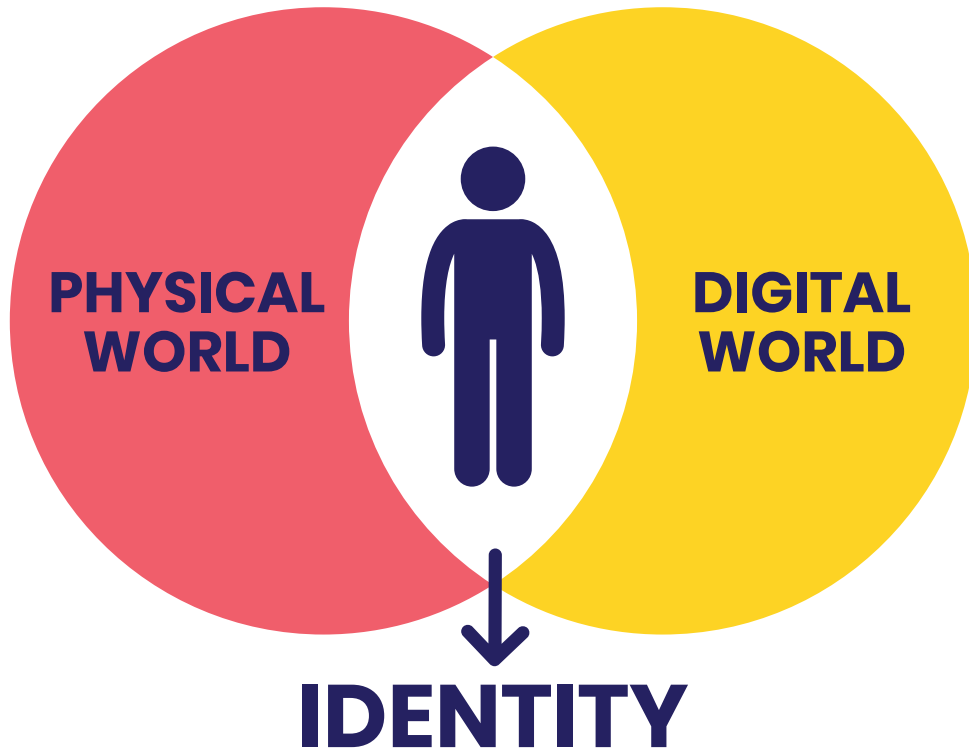


# WHAT IS YOUR DIGITAL IDENTITY

It represents who we are online, our “digital self.” It is combined with our “real world” identity to create our overall identity.



Your digital identity is made up of:

## WHO I AM



### My actual identity transferred online:

- first and last names
- birthdate
- logins
- password
- sensitive personal data
- ...

## WHAT I SHOW



### The image that I create:

- pseudonym
- avatar
- public profile
- what I publish and share
- ...

## WHAT I DO



### The voluntary or involuntary traces that I leave on the Internet:

- usage frequency
- time spent
- browsing habits
- ...

## WHAT PEOPLE SAY ABOUT ME



### What others publish about me:

- photos
- comments
- articles
- ...

# WHAT IS BEST FOR MY DIGITAL IDENTITY?

**Always ask yourself if the publication is coherent with its objective and audience.** Sometimes, we just want to make our friends laugh, sometimes we are looking for an internship. Remember, your digital identity is strategic.

Will the publications be negative?

Will the publications be positive?

What is my goal?



**CONTENT  
TO DELETE**



**CONTENT  
TO HIGHLIGHT**

# PROCEDURES FOR DELETING CONTENT

If you would like to remove online content, here are some possible ways to do so:

## RIGHT TO REMOVAL

GDPR : Article 17 - Right to removal ("the right to be forgotten")

Whether it is an embarrassing photo on a website or personal data collected by an organization **you can get it removed if you are no longer comfortable with this content.**

1



If you published it and still have the logins for the platform on which it is located...

**Delete the embarrassing content**



If someone else published it...

**Ask this person to remove the content in question**



**You can publish new content**

In order to push these older publications further down the search engine results.

3



**Submit a complaint with the CNIL**  
(National Commission on Informatics and Liberties)

In a letter

Via an online form

2



**Contact webmasters**

Via the website's contact form

Via the administrator's email address found on the website's legal disclaimer page

Response time:  
**2 MONTHS**

4

## THE RIGHT TO DE-INDEXING

You can ask our search engines to no longer associate you with content that could damage your reputation. In this event, the content will no longer appear on the list of search results.



**Fill out the online de-indexing form for each search engine!**

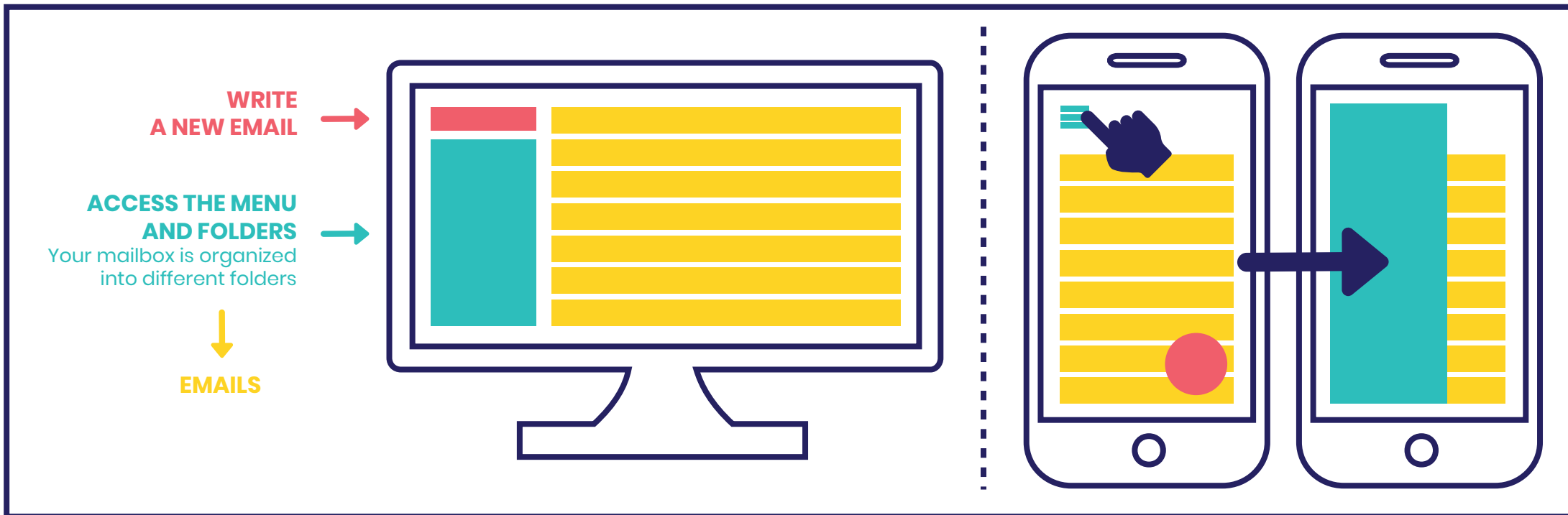
Indicate the web address and the reason for the request.

**Take a screenshot of the request** so you can file a claim with the CNIL in case your request was refused or you do not receive a reply from the search engines.

Response time:  
**1 MONTH**

# THE BASICS OF ONLINE MESSAGING

Despite several differences in their interfaces, online messaging services function the same way. Once connected, here is how you use it.



## THE DIFFERENT TYPES OF MAILBOXES:



**The inbox**, to read incoming emails



**Spam**, potentially dangerous ads or emails



**Sent messages**, to find your sent emails

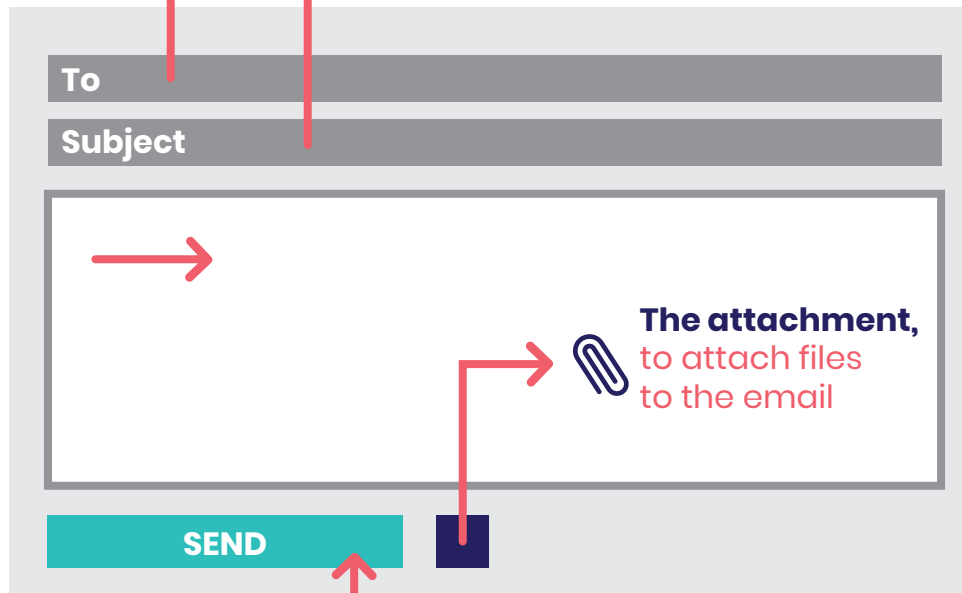


**Trash**, for throwing away emails or finding a deleted one

# SENDING AND CHECKING EMAIL

## SENDING EMAIL

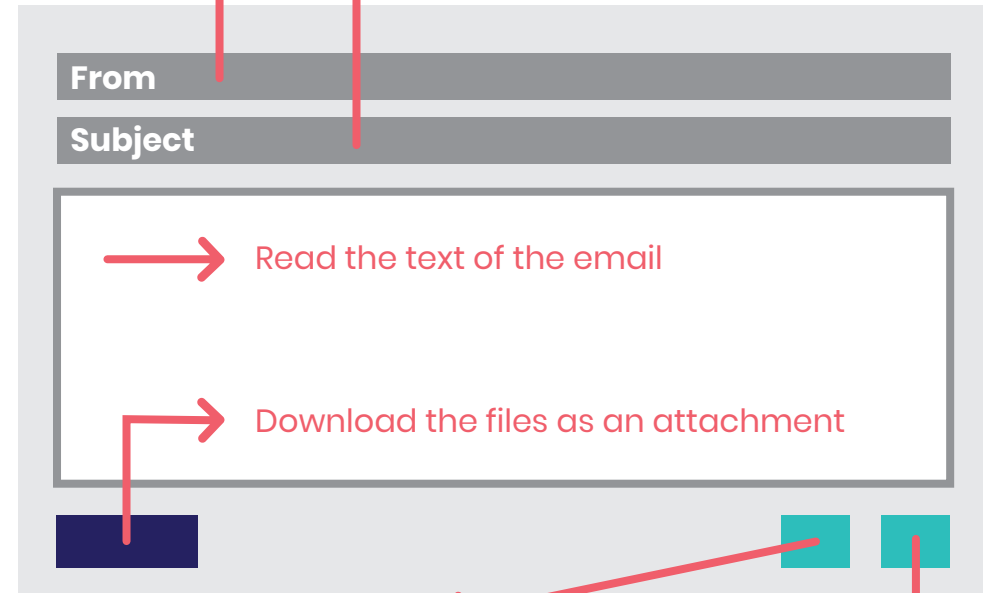
- 1 Click on the **“write a new message”** button. A new window will open.
- 2 Enter the email address of the recipient  
Sum up the subject of the email in a few words



- 3 Then click on **“send”**

## CHECKING EMAIL

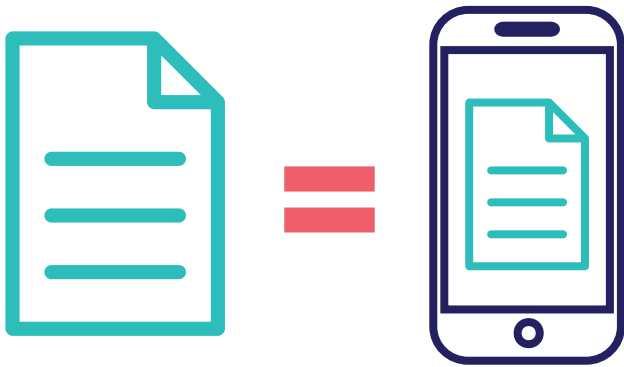
- 1 In the inbox, click on the email to open it
- 2 Check the sender's email address  
Check the email's subject



- 3  Respond to the sender  Forward the email to other people

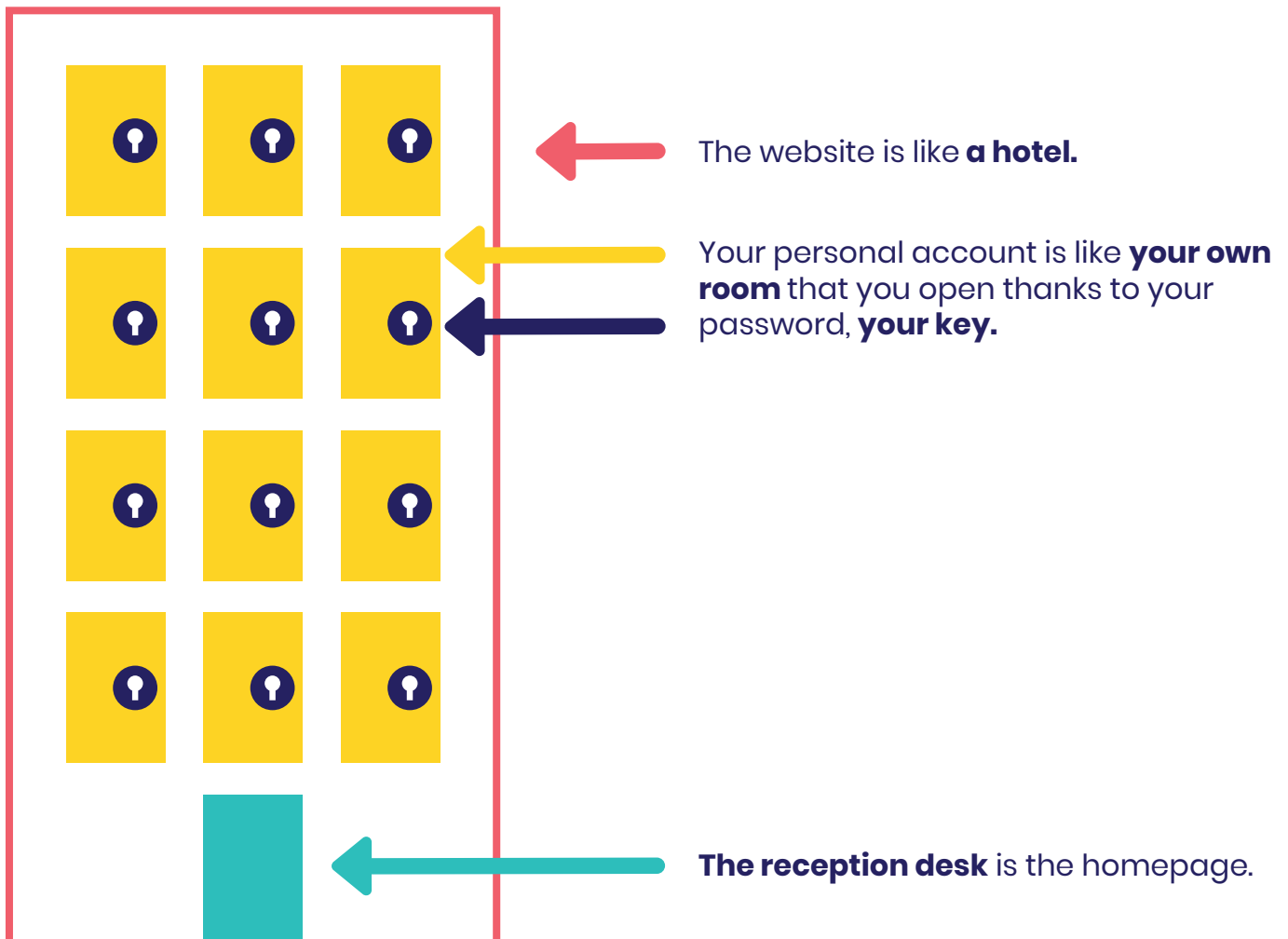
# ACCESSING AN ONLINE PROCEDURE

Before, we used to send our administrative forms in the mail, now most of it takes place online. **Here is a simple explanation of what happens behind a screen.**



The content of a paper or online form is the same, **ONLY THE MEDIUM ITSELF HAS CHANGED.**

## HOW IS AN ADMINISTRATIVE WEBSITE DEVELOPED?



# WHAT IS AN ONLINE MESSAGING SERVICE?

An online messaging service is like an **online mailbox**.



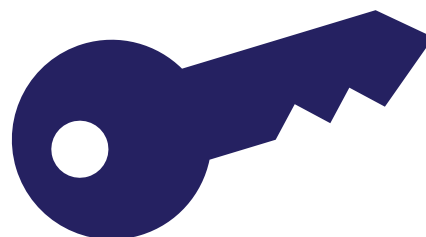
**ONLINE MESSAGING  
SERVICE ACCOUNT**  
MAILBOX



**EMAIL**  
MAIL



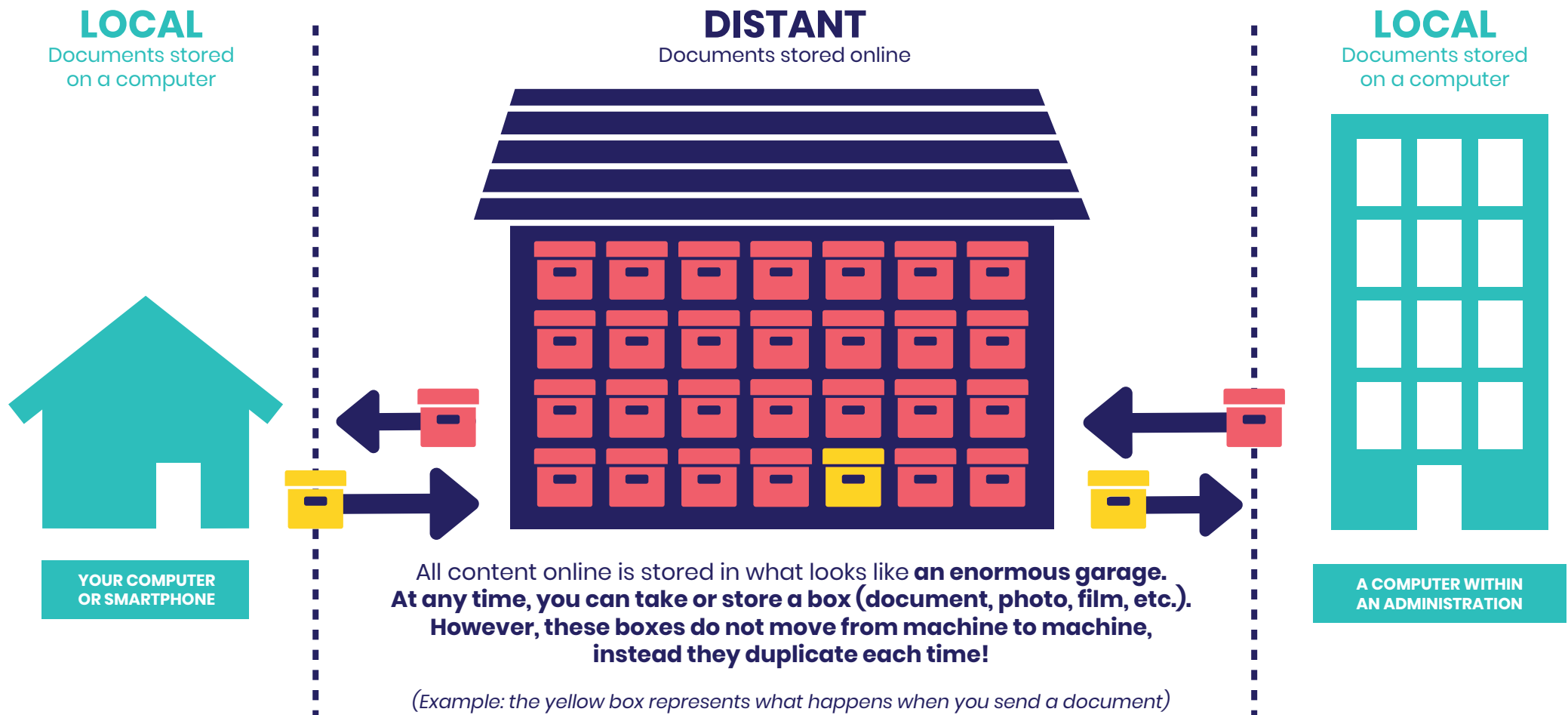
**EMAIL ADDRESS**  
MAILING ADDRESS



**PASSWORD**  
KEY

# UPLOADING OR DOWNLOADING DOCUMENTS

During an online procedure, it is possible to either upload or download documents.  
**Here is how to understand this exchange of information.**





# THE GDPR PROTECTS MY PERSONAL INFORMATION

When you pay online on a merchant's website

When you carry out an administrative procedure

When you use geolocation on your smartphone

**YOUR PERSONAL DATA IS COLLECTED AND PROCESSED**



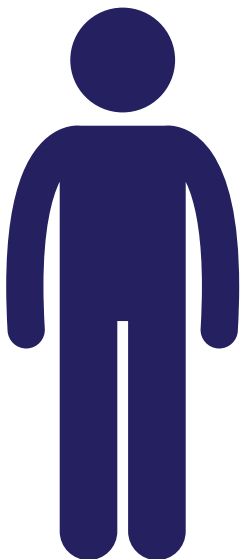
Since May 25, 2018, the **General Data Protection Regulations** frame the use of personal data both offline and on the Internet.

## THIS MEANS THAT YOU:

Have more visibility and control over your personal information

## THIS MEANS THAT ORGANIZATIONS:

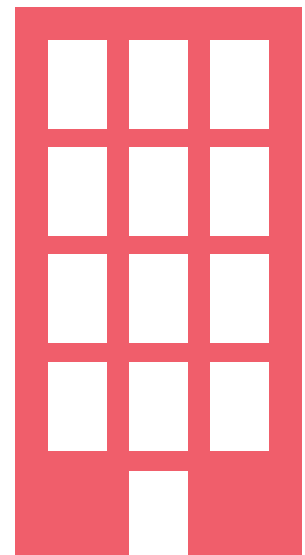
Are more responsible and transparent regarding the processing of personal information



You have **RIGHTS**

**YOUR PERSONAL DATA**

They have **OBLIGATIONS**



**REQUEST YOUR CONSENT**

**PROVIDE A CONFIDENTIALITY DECLARATION**  
so you know what you gave your consent for

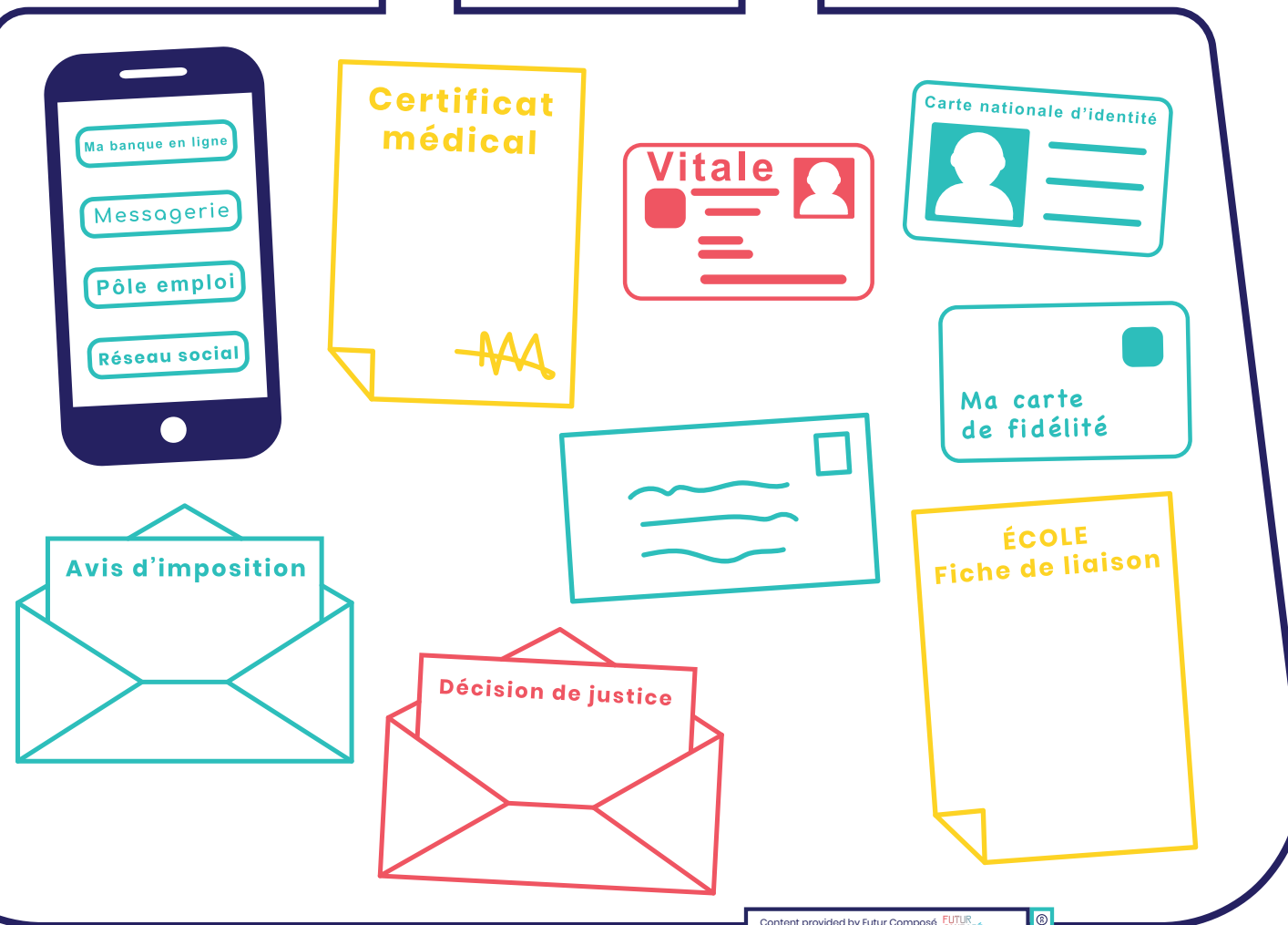
- Identity of the data collector?
- Purposes of the data processing
- Recipients?
- Conservation period?
- Rights belonging to?

Yes, I accept the General Terms of Use

Yes, I accept that this photo appears on my feed

# DID YOU SAY “PERSONAL DATA”?

**Personal data is any information that makes it possible to identify a physical person** directly (first and last names) or indirectly (social security number, mailing address, etc.).



## YOUR PERSONAL DATA

With this standard data, a person can identify you:

- with a single piece of information (Ex: name)
- with a combination of different information (Ex: a woman living at a certain address born on a certain day and a member of a certain association)

Your consent is always necessary for the collection of this information.

## YOUR SENSITIVE PERSONAL INFORMATION

concerns your ethnic or racial origin, your political opinions, religious or philosophical convictions, your medical information, sexual orientation or sex life.

The collection of this information is prohibited except under exceptional circumstances. Your consent will always be mandatory.

## PERSONAL DATA REQUIRING PARTICULAR VIGILANCE

Like your social security number, criminal record or a legal ruling, etc.

Framed by other legal frameworks in addition to the GDPR, this personal, non-sensitive, data must be communicated carefully.

# WHAT ARE MY RIGHTS REGARDING MY PERSONAL DATA?

Here are the different rights that you may exercise with the organizations that use your personal data.



## INFORMATION

An organization that collects your personal information must provide you with clear information regarding the use of this data.

*Example: On merchant websites, visible information on all registration forms with a link towards a page dedicated to the protection of information.*



## OBJECTION

At any time, you can object to an organization using some of your specific information.

*Example: You no longer want to receive advertising emails from a certain company.*



## VERIFICATION

You can obtain and verify your personal information with an organization.

*Example: You would like to know what a social network knows about you. You can download a copy of all or part of your information in one click!*



## CORRECTION

You can correct any incorrect information about you.

*Example: An entry error on a form led to the miscalculation of a social benefit.*



## RESTRICT PROCESSING

You have the right to ask an organization to temporarily freeze the use of certain information.

*Example: Your former bank is obligated to keep all your personal data for ten years, but you can ask them to limit their processing.*



## REMOVAL

You can ask for the removal of your personal data at any time.

*Example: You can request to close your account on a merchant website and for all related information to be removed.*



## PORTABILITY

You can take a copy of your data so you can reuse it elsewhere.

*Example: You change driving schools. You can ask your former school to transfer your file to the new one free of charge.*



## HUMAN INTERVENTION

Some decisions about you may be made by machines. You can object to this and ask for a human interaction.

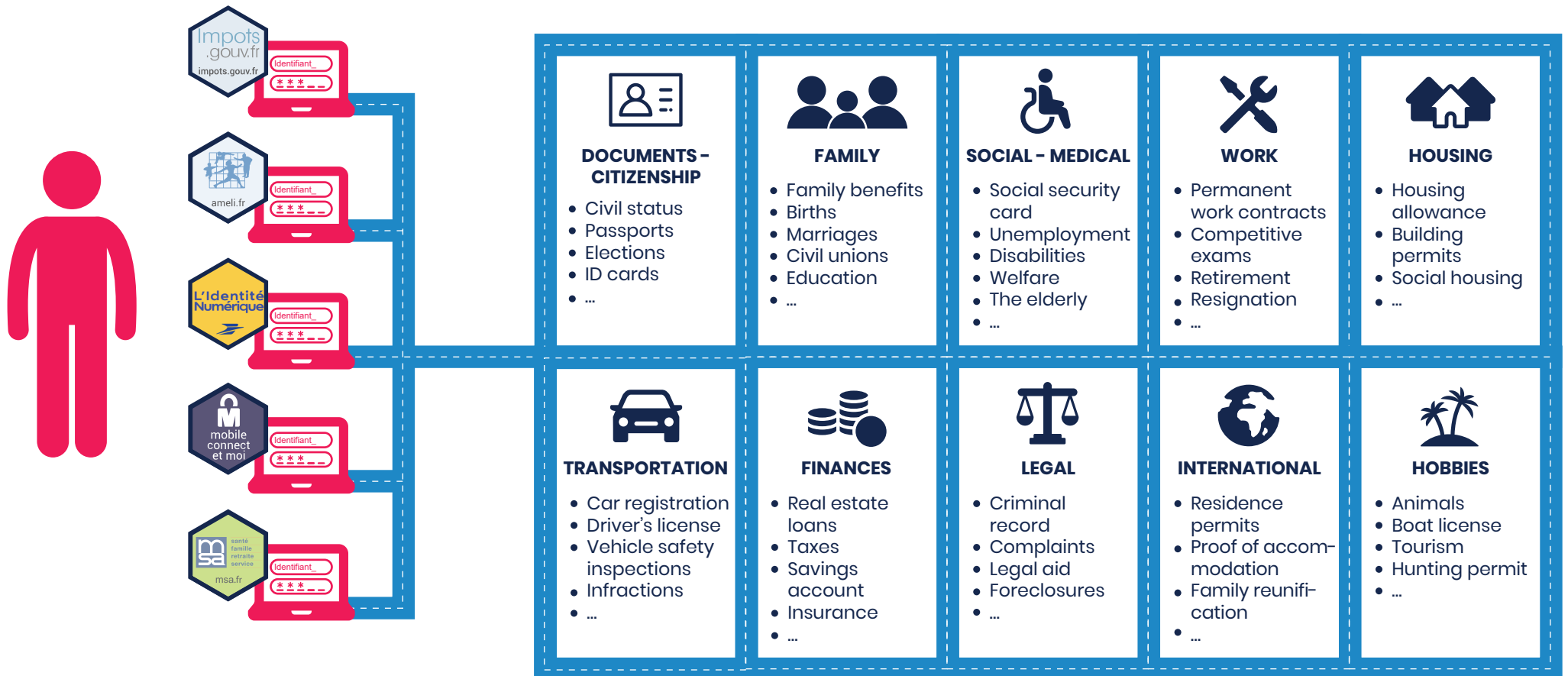
*Example: You receive an automatic refusal regarding your application to a job online.*

# WHAT IS FRANCECONNECT?

FranceConnect makes it possible **to connect to all administrative websites with one single login/password.**

**You choose the login / password from an administrative website you already use (among the 5 available).**

**This login / password will give you access to all administrative websites.**



# HOW TO LOG ON TO FRANCECONNECT

## MAKE SURE YOU:



1 60 04 25 311 114 26

Have a **social security number** starting with a 1 or 2

Have or create **an operational account** with one of the following identify providers:



Go to the administrative website for the procedure to carry out



Choose the identify provider with which you already have an account



Carry out the procedure



Click on the button "Login with FranceConnect"



Enter your logins

1

2

3

4

5

6

# WHICH IDENTITY PROVIDER SHOULD I CHOOSE?

Creating an account with an identity provider **depends on the user's profile, their situation, or the personal information they have on hand.** Here is what each of them requires:



Tax number  YES  NO

Reference income tax  YES  NO

Online access number  YES  NO

DID YOU CHECK ALL THE YES BOXES?

You can choose this identity provider



Social security number  YES  NO

Healthcare card  YES  NO

Bank information  YES  NO



If the user creates an Ameli account, all of their Health Insurance procedures will then need to be carried out online.

DID YOU CHECK ALL THE YES BOXES?

You can choose this identity provider



Valid French ID  YES  NO

Validation of your ID by an authorized postal worker at home or in a post office  YES  NO

Smartphone (Android or iOS) to use the mobile app  YES  NON

DID YOU CHECK ALL THE YES BOXES?

You can choose this identity provider



Subscription to Orange or Sosh  YES  NO

ID  YES  NO

Smartphone to download the application required for registration  YES  NO

DID YOU CHECK ALL THE YES BOXES?

You can choose this identity provider

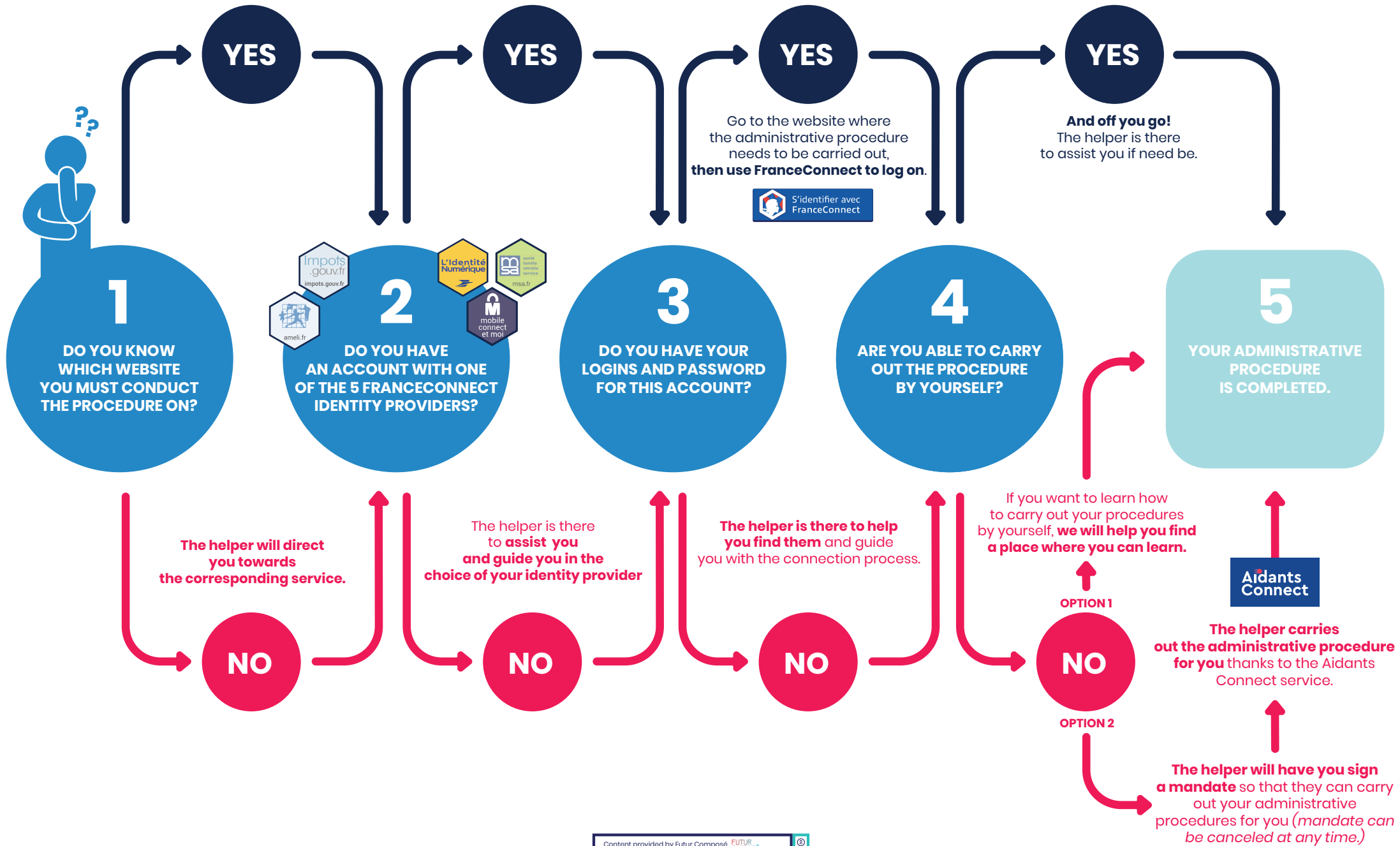


Affiliation to the MSA  YES  NO

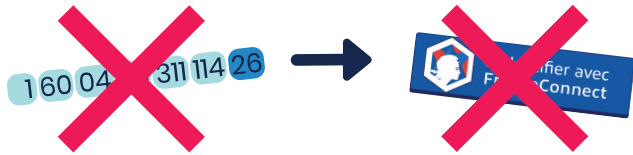
DID YOU CHECK ALL THE YES BOXES?

You can choose this identity provider

# YOU HAVE AN ADMINISTRATIVE PROCEDURE TO COMPLETE



# FOR USERS WHO ARE UNABLE TO USE FRANCECONNECT



If a user does not have a social security number, they will be unable to use FranceConnect.



A social security number corresponds to a person's registration number with the National Identification Directory for Physical Persons (RNIPP), which keeps an inventory of people and is managed by INSEE.



People born in France are registered with the RNIPP from birth. If you meet a user who was born abroad and is not registered with the RNIPP, you need to direct them to a specialist organization, depending on their profile.



Born abroad and seeking asylum

Health insurance office

...or other organizations through social workers so that these users can get registered (they will then be handled by the CNAV)



Born abroad and employed or not working

CPAM or CAF  
In the department where they work or live



Born abroad and a farm worker or operator

MSA



Born abroad and self-employed

CPAM



Born abroad and civil servant or military, SNCF, etc.

Special system



Born and lives abroad and asks for survival benefits

Carsat, supplementary insurance office, MSA or other organization on which the deceased depended.

FranceConnect has been deactivated for the deceased for security-related reasons. It is therefore impossible to connect using the name of a deceased person.

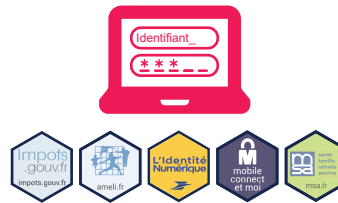


# WHAT IS AIDANTS CONNECT?

Aidants Connect makes it possible for **authorized professional helpers to carry out administrative procedures online legally and safely on behalf of people who have trouble with digital tools.** All connections made are recorded and stored.



I go to a support establishment for help in carrying out my online administrative procedures.



I make sure I have an account with one of the 5 FranceConnect identity providers. If not, the helper will assist me in creating one.



Together, we will define the scope of the procedures with which I would like help.



Thanks to their Aidants Connect account, the helper carries out the online procedure for me.

*Aidants Connect facilitates this support on all websites where these procedures are accessible via FranceConnect.*



The helper gives me a mandate to sign and provides me with a paper hard copy.

# SIGNING A MANDATE



By signing this mandate,  
**I AUTHORIZE THE HELPER TO:**

- **Carry out my administrative procedures** online, within the scope and timeframes decided upon together.
- **Use my personal information** to carry out the procedures in question.



By signing this mandate,  
**I PROMISE TO:**

- Give **the helper** correct administrative information.



By signing this mandate,  
**I AM GUARANTEED THAT:**

- **My personal information will be used for the procedures in question.**
- **I will have access to all the different uses of this mandate.**
- **I can terminate my mandate at any time** by using the form provided upon signing the mandate.
- **My personal information is registered in a secure manner.**