

29th August Pourquoi les appareils informatisés d'aide à la vision sont ils interdits chez Mac Donalds, et pourquoi Mac Donalds est-il devenu un justicier garant de lois qui n'existent peut-être pas?

Toujours pas de réponse de Sebastien...

Steve Mann Aug 20 (9 days ago)

to
Sebastien Perochain, Lisa McComb, Caroleen, Christopher Elliott, Don, Katie Daubs, Jake Edmiston, Nick Bilton

Cher Sebastien,

Nombre d'entre nous participent à la conception de système informatisés portés par leur utilisateur et de systèmes d'aide à la vision ayant pour but d'aider les malvoyants dans leur perception du monde et d'améliorer leur qualité de vie.

Nous sommes inquiets de constater que Mac Donalds fait preuve actuellement et peut-être à l'avenir d'une forme d'activisme justicier à notre encontre ainsi qu'à celui nos clients et des utilisateurs de nos produits.

Nous vous sommes gré de bien vouloir clarifier votre position sur les points suivants:

1. l'interdiction des appareils informatisés d'aide à la vision dans les restaurants Mac Donalds;
2. la prise en charge par Mac Donalds de l'application du respect de la loi interdisant cette technologie. Merci par ailleurs de référencer précisément l'article du code civil que vous mentionnez.

Cordialement,
Steve

Steve Mann,
330 Dundas Street West,
Toronto, Ontario, Canada,
M5T 1G5

-----Message d'origine-----

Perochain Sebastien Sebastien.Perochain@fr.mcd.com [mailto:Sebastien.Perochain@fr.mcd.com]

Jul 28

cc: McComb Lisa <Lisa.McComb@us.mcd.com [mailto:Lisa.McComb@us.mcd.com] >

Dear Dr Mann,

We have now completed our in-depth inquiry regarding your visit to our Paris restaurant on July 1, 2012. I would like to inform you that the findings of this inquiry, based on the declarations of employees involved in the alleged incident and also confirmed by all witness statements, did not verify your version

of the events. In particular, the accounting of these employees and witnesses did not include any physical altercation, damage to your documents, or obstruction of your use of the toilet. Furthermore they confirmed that you and your family were able to complete your meals before you were asked a second time to stop filming in the restaurant.


We regret that our staff's request that you stop filming in our restaurant offended you. As we previously informed you, our employees were simply attempting to protect the right of privacy of our staff and customers, a right which is protected by Article 9 the French Civil Code. We aim to provide all of our customers a great experience in our restaurants and remain committed to complying with the laws that govern our business and of the rights of all of our employees and customers.

We will be very happy to welcome you again in any of our restaurants and sincerely hope that future visits will leave you with an improved image of our service in France

Best regards

Sebastien Perochain

Posted 29th August by [Steve Mann](#)

 4 View comments



Ling Gotomy [4 September 2012 17:04](#)

The French Mac Donalds seems to have a hard time to understand French or English all together, not to mention their French law itself... But what troubles me is how a multibillion dollars company even get to that level of wealth if they can't even understand a simple clear question. Oh yea... by having lawyers who's work are only to carefully craft up answers that are completely irrelevant to the complaints that have been raised. I'll feel this is very insulting to all of us.

Mr. Steve you should be more pro-active about this case, because it is obvious they are not taking you seriously. They are trying to sophist them self out of it. In the end we are all losing. You should sue them, just by principle. I am sure there are lawyers who are outrage by all of this, and with the evidences you have, there must be a lot of lawyers who would like to represent you for free.

Plus, Mac Donalds have just been admitting their guilt by saying: "We regret that our staff's request that you stop filming in our restaurant offended you. As we previously informed you, our employees were simply attempting to protect the right of privacy of our staff and customers, a right which is protected by Article 9 the French Civil Code." since none of the Article 9 of the French Civil Code give them the rights of doing any of what they just admitted of doing.

Though I am sure you already know all this. I am just giving you my support.
Good luck with this!

[Reply](#)

[Replies](#)



Unknown [14 September 2012 00:34](#)

I agree. The quote is an admission the Parisian McDonalds took some kind of policing action which article 9 did not authorize them to take, and the true nature of that action will be clearly demonstrated in the glass motion video.

Dr. Mann has been very patient in light of the damages and public humiliation he suffered. McDonalds in turn has been taking unethical advantage of his good nature.

I would encourage Dr. Mann therefore, that if he would like to maintain only that his glass be fixed, that he extend a public invitation to any lawyers with international litigation experience to assist him. It's a shame that corporations like McDonalds only seem to understand legal action and have lost touch with the face of their customers, especially the most reasonable of them. I'm sure the lawyers can arrange a reasonable settlement that will appropriately compensate them for their services and also benefit a charity of Dr. Mann's choosing.

Someone needs to teach those arrogant French staffers a lesson, that "Big Mac Attacks" on their customers are not authorized by Article 9 of the French Civil Code.



Posso todo [28 September 2012 06:28](#)

I am ashamed by this whole affair and by the gruesome dishonesty they are displaying by this answer.

I'm a french man living in Canada and I find it truly disgusting.

The idea of having any lawyers assisting you is a very good. I also understand that perhaps you don't wish to waste energy on it but I truly think that you should take real actions against them. They are lying to you and to their public and I find it truly atrocious.

Reply



Alex cox [10 September 2012 21:41](#)

If you are looking for the best brand of [computers](#) like Dell, Hp, Sony and many others than you are at the right place. Find here best computers featured product deals, computer discounts, computer coupons, computer accessories deals and many others with great savings.

[Reply](#)

Enter your comment...

Comment as: Google Account ▼

Publish

Preview

[Load more](#)