

TERMS OF USE AND PERSONAL DATA PROCESSING

1. General conditions

The Portal is administered by Turismo de Portugal, I.P. [<https://www.visitportugal.com/pt-pt>] Its objective is to provide information and suggest itineraries for users who wish to learn about and/or visit Portugal.

The Portal is non-profit and there is no commercial or other interest in the selection of the content presented. The contents of the Portal are based on editorial and marketing criteria with the sole purpose of facilitating the choice of Portugal as a tourist destination.

However, prior to any consultation of the Portal, its Terms Of Use And Personal Data Processing Policy must be read.

In visiting and using the Portal, the visitor/user accepts its terms and conditions without any reservations. If the visitor/user does not accept them, they must leave the Portal immediately.

Turismo de Portugal, IP, reserves the right at all times to change the presentation and configuration of the Portal, as well as its terms and conditions of use and personal data processing policy. The visitor/user should consult these terms and conditions before accessing the Portal.

Additional information may be obtained from Turismo de Portugal, I.P. via e-mail at info@visitportugal.com.

2. Property Rights

All contents of the Portal, namely, texts, photographs, images, illustrations, drawings, graphics, engravings, trademarks, logos, advertising, audio or video materials, *web design* and software or any other distinctive signs susceptible to commercial and industrial use, are protected in the general terms of law and by the legislation on intellectual and industrial property, copyright and related rights, and cannot be used outside the Portal without the prior written permission of Turismo de Portugal, IP

Without prejudice to the foregoing, the user may download or copy the contents of the Portal strictly for personal use.

It is expressly prohibited to use the Portal for illegal purposes or for purposes that may be considered unworthy of the image of Turismo de Portugal, I.P.

Usurpation, counterfeiting, exploitation of usurped or counterfeited content, illegitimate identification and unfair competition are criminally punishable.

Turismo de Portugal, I.P., reserves the right to take legal action against the authors of any copy, reproduction or other unauthorized use of the content of the Portal by third parties.

3. Personal Data Processing

With the entry into force on 25 May 2018 in all Member States of the European Union, of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation (GDPR)), it is necessary to publicize this Policy for the Institute's Personal Data processing, which underpins the commitment of Turismo de Portugal, IP to be in compliance with the rules for personal data protection.

This Policy therefore establishes the basis on which personal data obtained or provided by the respective owners are processed by this portal. The term "personal data", as used in this Policy, refers to certain information such as names, email address or any other information that may be used to identify the holder. To navigate the public areas of this portal it is not necessary to provide personal information.

3.1 Consent

By registering on the Portal and/or providing any personal data, the data subject is freely giving their explicit consent for the submitted personal data to be processed for the purposes and in the terms described in this Policy and in accordance with the laws and regulations in force relating to personal data.

3.2 Processing

The processing of personal data consists of an operation or set of operations carried out regarding personal data or personal data groups by automated means or not and namely collection, registration, organization, structuring, preservation, adaptation, retrieval, consultation, use, disclosure, dissemination, comparison, interconnection, limitation, erasure or destruction.

Some personal data must be provided in order to use the service and/or information in question. Turismo de Portugal, I.P. shall provide information regarding this obligation and in the event of a lack or incorrect supply of the required data, Turismo de Portugal, I.P. will not be able to provide the requested service and/or information. The provision of incorrect or inaccurate data is the sole responsibility of the respective owner.

3.3 Data controller

This portal is the exclusive property of Turismo de Portugal, IP, a special scheme public institute, corporate entity no. 508666236, with headquarters at Rua Ivone Silva, Lote 6, 1050-124 Lisbon, and responsible for the processing of personal data obtained or provided via the portal. You can also contact us by email: dpo@turismodeportugal.pt.

3.4 Purposes of Personal Data Collection

The personal data collected in the portal is processed in the promotion of the Destination and the provision of information for users who wish to learn about and/or visit Portugal.

Personal data may also be processed to answer questions, make suggestions or respond to complaints from the respective data subject.

3.5 Rights of Personal Data Subjects

Under the terms and for the purposes of articles 13 to 22 of the GDPR, Turismo de Portugal, I.P. hereby states that any data in its possession may be consulted, limited in its treatment, rectified (for inaccuracy, incorrectness or incompleteness) by the respective data subject and, if processing

is undertaken on the basis of consent, the holder also has the right to request the deletion of data whose processing does not fall within one of the permissible situations provided for in Article 6 (1) (b) to (f) of the GDPR.

However, Turismo de Portugal, I.P. stipulates that in cases where treatment depends on consent, the data subject has the right to withdraw consent at any time. Withdrawal of consent does not compromise the lawfulness of processing undertaken on the basis of the consent previously given.

The data subject also has the right to oppose the ongoing processing of his or her personal data, to be informed upon request of the purposes of the processing, the categories of data involved, the identity of the recipients to whom data has been disclosed and the period of retention of personal data, as well as to receive the personal data concerning him or her and that he or she has provided and to send them to another controller ("data portability").

3.6 Subcontractors

Turismo de Portugal, I.P. may use subcontractors for the maintenance, accommodation and management of its computer systems and equipment, under the terms permitted by the law, which regulates the processing of personal data. These entities are obliged to maintain confidentiality and to guarantee the security with respect to the data of the users of the portal and the platforms managed by Turismo de Portugal, I.P. to which they have access, and may not use such data for any other purposes, or for their own benefit, nor relate them to other data they may have.

In any case, Turismo de Portugal, I.P. is responsible for the personal data that is made available.

3.7 Communication and transfer of personal data

Requests for information submitted through the "Contact Us" channel may be sent to other entities that are more qualified to provide the clarification or the requested service. This sending is undertaken on an individual basis and never by using data files; the forwarding is made known to the user.

Personal data will be transmitted to other entities in the case identified above and may be made available to courts and other competent authorities, in strict compliance with the provisions of the law, especially when necessary for the resolution of disputes and for activities related to the protection of public safety, the defence and security of the State, and the prevention, investigation or detection of criminal offenses.

3.8 Retention of personal data

The length of time during which personal data is stored and retained varies according to the purpose for which the information is processed.

Turismo de Portugal, I.P. retains personal data only for as long as necessary in order to achieve the purpose for which it was provided or to fulfil any contractual or legal obligations to which it is attached.

Thus, and whenever there is no specific legal requirement, the data will be kept only for the minimum period required for the pursuit of the purposes that led to its collection or subsequent processing, under the terms defined by law.

3.9 Minors

Minors under the age of 16 must obtain parental or guardian authorization before accessing or making personal data available on the Portal.

It is the responsibility of the legal guardian or parents to identify content and pages accessed by minors under 16.

3.10 Complaints

Without prejudice to being able to submit complaints directly to Turismo de Portugal, I.P. through the contacts made available for this purpose, the data subject can directly complain to the National Data Protection Commission (CNPD) [<https://www.cnpd.pt>], which is the Supervisory Authority in Portugal, via contacts made available by this entity for that purpose.

4. Privacy

Turismo de Portugal, IP, fully respects the right to privacy of the users of the Portal, which is why, as a matter of principle, it does not capture or use browsing information associated with the identification of its visitors, limiting the collection of information of a personal nature to that which is voluntarily provided by the visitors/users, and which is used exclusively for the purposes for which it is intended.

In addition to the foregoing, it should be clarified that the Portal collects and uses the following information, in line with the provisions on *cookies*:

- the user's country of origin, in order to improve the alignment between his or her objectives and interests and the information that is shown;
- information expressly indicated by the user regarding contents and other pages, which he or she can then organize in order to create a plan for his or her visit, and which are stored between visits (for users with *cookies* or with *login*), in order that the Portal may provide a support service for the planning of a trip to Portugal by the visitor and/or a group;
- information expressly indicated by the user on his or her profile and interests in order to show the contents that best suit the visitor;
- the identification of the visitor who registers, subscribes to newsletters or requests information, regardless of the computer they use, with the creation of *login* details consisting of an email address and a password.

Any type of interaction with the Portal will be registered for the purposes of quality control and *reporting*, namely, but not exclusively, that which is submitted for the purpose of registration, information requests and hobbies.

The updating and rectification of personal data can be done on the portal in the Registration/Profile area.

The user can also request in the portal the inactivation of his account, eliminating the data on "Profile", content added to "Planning" and cancelling the *newsletter* subscription. Inactivation of the account does not, however, mean erasing the registration data, namely for historical purposes, but rather that these will not be used by Turismo de Portugal, I.P.

The Portal also builds a database with aggregated statistical information, without any personal identification, and with its visitors' profiles, interests and countries of origin. This information is used to improve the response of the Portal to the interests and requests of its visitors and may for this same purpose be made available to third parties.

To assist in the collection, storage and processing of statistical data, Turismo de Portugal, I.P. may use third-party tools.

5. Exclusion of Liability

Turismo de Portugal, I.P. reserves the right at any time to suspend, modify or discontinue the publication of all or part of the Portal. Visitors/users accept that access to the Portal and its channels and services may be terminated at any time, with or without prior notice, and Turismo de Portugal, I.P. be held accountable for that fact.

Turismo de Portugal, I.P. undertakes to make every effort and diligence necessary to maintain the normal functioning of the Portal, with the availability and continuity possible with regard to the existing technical means, adopting at all times the best international practices generally employed in the sector, in particular in the field of security and guaranteeing the confidentiality and privacy of the Portal's visitors/users, and avoiding, also by all possible means, the existence of viruses or other harmful elements that may cause changes in the visitor's computer system.

Without prejudice to the stated commitment, Turismo de Portugal, I.P. cannot guarantee, and therefore declines responsibility, for damages caused by interruptions, malfunctions or deficiencies in the Portal's operation. Similarly, Turismo de Portugal, I.P. cannot ensure that the Portal works properly on a permanent basis, and that it is at all times free of viruses or other harmful elements that may damage or cause changes in the visitor's computer system, its electronic documents or files, and is in no way responsible for any damages caused.

Turismo de Portugal, I.P. also disclaims any liability for damages that may result from interference or behaviour of third parties that violate personality, intellectual and industrial property rights, trade or industrial secrets, unfair competition and illicit publicity, as well as the result of abusive interference that may affect privacy and the secure use of the Portal.

Turismo de Portugal, I.P. shall make every effort to ensure that the information and facts on the Portal are amongst the best and most relevant. However, Turismo de Portugal, IP, shall provide no explicit or implicit guarantee that the information of the Portal that is provided, produced or issued by third parties is always up to date and correct and does not assume any responsibility for the direct and/or indirect consequences arising from the use of the information provided. Turismo de Portugal, I.P. therefore recommends that users of the Portal directly contact the organizations and companies mentioned, in order to confirm the information collected.

Turismo de Portugal, I.P. thanks the visitor/user to inform him/her whenever he/she finds incorrect and/or outdated information on the Portal, in order that they may be corrected.

6. Cookies

The portal uses a mechanism called *cookies*, which are small text files stored on the user's computer and which enables Turismo de Portugal, I.P. to identify the computers that access the Portal and what content is of interest to its users.

Although Turismo de Portugal, I.P. does not provide third parties with any individualized information, even on an anonymous basis, the Portal stores aggregated statistical information about the preferences of its visitors and may transfer them to official entities in the tourism sector.

The *cookies* allow the Portal to recognize the user of a computer on a subsequent visit, where the new visit is regarded as a continuation of the previous one.

If the user registers and uses the *login* for identification purposes, the Portal will retrieve information regarding user, even if that information has been stored on another computer.

The use of *cookies* can be turned off on your computer. On some operating systems and/or browsers it can be turned off only for certain websites. Refer to your computer's manual for this operation.

If you turn off the use of *cookies*, the Portal will treat you as a new user whenever you access it and will not keep any of your information among the visits you make.

At the same time, the non-use of cookies may result in the inoperability of certain features of the Portal, such as "Planning", creation of "Remember and Share" records or printing of content added to "Planning".

7. Links

The Portal contains websites of companies and tourist entities and other sources of information that may be of interest to the visitor/user. Turismo de Portugal, I.P. declines any responsibility with regard to the information provided by these *websites*, nor does it have control over the policy of handling personal data and security of those *websites*.

8. Changes to the Terms of Use and Personal Data Processing Policy

Turismo de Portugal, I.P. reserves the right at any time to make adjustments or changes to these Terms of Use and Personal Data Processing Policy, by publishing such changes in its own dissemination methods.

9. Interpretation and Jurisdiction

The interpretation of these Terms Of Use And Personal Data Processing Policy, as well as the resolution of any disputes arising within the scope of the Portal, shall be regulated exclusively by Portuguese law and submitted to the exclusive jurisdiction of the Lisbon District Administrative Court.