

PRIVACY POLICY

1. General information

THE TURISME DE BARCELONA CONSORTIUM, hereinafter the CONSORTIUM, is responsible for handling and processing the user's personal data and informs them that such data will be processed in accordance with the guidelines set out in Regulation (EU) 2016/679 of 27th April 2016 (GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and for this reason provides the following information about processing such data:

1. Identification of the body responsible for processing the data

The data provided by the user will be processed by the TURISME DE BARCELONA CONSORTIUM with headquarters at 7-9, Passatge de la Concepció, 08008 Barcelona and tax identification number CIF P-5890003-F. (hereinafter the "Consortium") for the purposes gathered in the point below. You can contact the Consortium by email info@barcelonaturisme.com, or, if you prefer, by phone: +34 93 368 97 00.

2. How we use your personal data

2.1. To answer questions from the interested party to the Consortium.

2.1.1. Retention period: The data will be kept until the question asked by the interested party has been answered. After this period, the data will be kept for five (5) years to allow for any potential legal claims to be made and to defend such claims.

2.1.2. Legal basis: Consent of the interested party.

2.2. To process orders, product requests or services used

2.2.1. Retention period: The data will be processed while the interested party is still interested in receiving our newsletter.

2.2.2. Legal basis: Commercial relationship.

2.3. To provide the interested party with information about the services provided by the Consortium.

2.3.1. Retention period: The data will be processed while the interested party is still interested in receiving our newsletter.

2.3.2. Legal basis: Consent of the interested party.

We would like to inform you that you may withdraw the consent given at any time, without this affecting the lawfulness of processing based on consent before its withdrawal.

3. Who we share your data with

The Consortium employs third parties who process your data in order to provide their services. More specifically, the Consortium has signed agreements with the following service providers:

- Salesforce.com, inc., covered by the Privacy Shield agreement as an email provider. For further information:
<https://www.privacyshield.gov/participant?id=a2zt000000001L5AAI&status=Active>

Your data will not be passed on to third parties other than those listed above. In the event that it were necessary to pass on your data to other third parties, you will be given prior notice and asked to give your consent. You will be informed of the purpose of such processing and the identity of the third party who will receive the data.

The above stipulations apply, except in those cases where we are legally obliged to pass on such data to a third party.

4. Rights

The persons who provide us with their data have the following rights:

- a. Right of access
- b. Right to rectification or erasure
- c. Right to restriction of processing
- d. Right to data portability
- e. Right to object
- f. Right to withdraw consent

If you wish to receive more information about your rights, we suggest you visit the website of the Spanish Data Protection Agency.

You can exercise your rights by sending an email to info@barcelonaturisme.com specifying clearly which right you wish to exercise and attaching a copy of your ID or passport as proof of identity. You can also send a request by post to the address given in point 1 of this Privacy Policy.

We would also like to inform you that you can lodge a complaint with the Spanish Data Protection Agency (AGPD), particularly in those cases when you haven't been satisfied with the way your complaint has been handled. You can contact the AGPD by phone (901 100 099 and 912 663 517) or in person at their headquarters: 6, C/ Jorge Juan, 28001 – Madrid.

5. Source of the data

All the data gathered have been provided by the interested party.