

Monte-Carlo Ticket's Privacy Policy

I. GENERAL CONDITIONS

Policy Statement

Monte-Carlo Ticket (MCT) attaches a huge importance to the protection of privacy of its clients. This document explains, in a clear and transparent way, how we use and process your personal data. Moreover, we inform you how you can contact us if you have any questions over your personal data.

The following confidentiality policy applies to all information collected via our different applications.

For this purpose we do all the necessary effort to protect and secure every personal data you share with us, exclusively for the purpose referred in the Confidentiality policy and in compliance with all applicable law and regulations.

We retain your personal data only as long as it is required for the performance of our services or as we are legally obligated.

Monte-Carlo Ticket is the official website of the ticketing service of the following establishments of the Principality of Monaco:

- Ballets de Monte-Carlo
- Opéra de Monte-Carlo
- Grimaldi Forum
- Orchestre Philharmonique de Monte-Carlo
- Printemps des Arts
- Théâtre Princesse Grace

“Partnerships” named below.

Scope of the policy

Are concerned all personal data obtained by the following ways:

- Monte-Carlo Ticket Website
- montecarloticket.com profile

Client's rights

You have the right to information, correction, deletion and transferability of your data. You also have the right to limit its process.

Subject to “Conservation of client's data” and other statutory exceptions.

You have the right to object to the processing of your personal data. This disapproval has an immediate effect but does not have any retroactive effect on previous processing.

Due to your disapproval, in case MCT is no longer able to perform the services contractually agreed with you, this rejection is deemed to be a breach of contract by the client and MCT would be able to terminate its contract with you without notice. The sums committed by the client will still be owed.

To assert your rights, you can contact MCT at the address mentioned in the paragraph "Contact".

In case of non-compliance by MCT with the applicable data protection law, you have the right to file a claim with the competent regulatory authority.

Protection of personal data

We are taking the appropriate technical and organisational measures to protect your personal data and only store them on secured servers. MCT is protected by compliant measures with the current state of the technique against loss, destruction, data handling, access to them and their modification or disclosure from unauthorised persons.

However, it depends on your own responsibility to protect your account by a secured password, to conserve it in a safe place and to modify it regularly.

Client's information conservation

As a general rule, for accounting reasons, MCT retains the personal data collected from their clients over a length of 6 years after their last processing operation. We retain other information as long as it is necessary for the performance of the contract and the preservation of our rights. Except for longer length of conservation in case of legal obligation or operational reasons.

Contact

For any information concerning the following Confidentiality Policy or the protection of your data at MCT, please address yourself to:

Association of Common Ticketing Management
Le Winter Palace – 4, boulevard des Moulins
MC 98000 MONACO

contact@montecarloticket.com

II. PROCESSING OF PERSONAL DATA

Objective of data processing

MCT processes the personal data of its clients for the purpose of supply of services, sale of products, and information.

Disclosure proceeding

MCT is required to share your personnel data with criminal, administrative and legal authorities in Monaco and abroad, if their disclosure is essential for crime prevention, fraud control, offences or similar administration violation. This data transfer will exclusively be done according to the legal and regulatory requirements.

Data proceeding by third-party in Monaco and aboard

For purposes of MCT deliveries achievement, it also appeals to third-parties in Monaco and/or aboard for personal data process.

External recipients of personal data include:
Service providers of IT and payment services.
Newsletters mailing providers and partnership firms.

III. SPECIFIC CONDITIONS

Use of the website and cookies policy

You can visit MCT's website and obtain information about our offers without providing personal data. We request your personal data only when it is necessary for the performance of our services and for executing transactions that you carry out with MCT or its partnerships.

Once you reach our website, our system automatically records the technical data of the device you are connected with. Information collected is: the web browser and its version, the operating system, the internet service supplier and the user's IP address, the access time and date.

MCT uses navigation cookies to ease the use of the website and the application managed by them, and so as to obtain indications on the way to improve information and services on the website. This analysis is private, that means no link to personal data.



Montecarloticket.com Profile

You have the possibility to create your own montecarloticket.com profile on our website. The montecarloticket.com profile eases your online purchases and reception of MCT's and partnership firm's offers.

Throughout the creation of a montecarloticket.com profile, we inquire your personal data such as your last name, first name, phone number, email address and mailing address.

Newsletter

When creating your montecarloticket.com profile, we ask you if you wish to be informed on the current events and MCT's and their partnerships offers. Thereafter if you do not wish to receive Newsletters, you can freely unsubscribe at any time.

As part of the Newsletter, we process your data in order to send you information related to MCT and their partnerships. Furthermore we process and use the email address supplied to send you personalised offers related to Newsletters.

MCT appeals to external services providers to send its Newsletters.

Marketing and personalised advertisement process

Marketing process:

MCT can be led to use your personal data for marketing purposes. In accordance with its activities, GFM could for example send you product offering and identical services or similar to those you already ordered or used. If you no longer wish to receive these offers, you can easily unsubscribe at any time via the link "cancel subscription", which you can find in every newsletters or even by deleting your grimaldiform.com profile.

Personalised information and offers:

When you create a montecarloticket.com profile, we follow your consumption habits and analyse them in order to suggest you personalised and appropriate offers and information according to your point of interest. By creating your profile, you agree to receive these offers and information from us. We will use your personal data provided by other sources only if you authorized these third-parties for that purpose.

Electronic communication

By creating your montecarloticket.com profile, you authorize us to submit you information, recommendations and offers from MCT. These notifications will be



made by non-analogue ways, such as emails, phoning, text message or instant messaging. If you do not wish to receive these notifications, you can delete your montecarloticket.com profile at any time.