

# Monte-Carlo Ticket's Privacy Policy

*(In accordance with the law n° 1.565 of December 3<sup>rd</sup>, 2024, on the protection of personal data; and Regulation (UE) 2016/679 applicable since May 25<sup>th</sup>, 2018, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.)*

## I. GENERAL CONDITIONS

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, process and protect the personal data you share with us. Moreover, we inform you how you can contact us if you have any questions over your personal data.

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.

### 1. Data Controller

The data controller is “Association pour la gestion d’une Billetterie Commune”, registered with the Monaco NIS Register under the number 7990Z17400.

### 2. Contact

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

Association pour la gestion d’une Billetterie Commune  
Le Winter Palace – 4, boulevard des Moulins  
MC 98000 MONACO

[contact@montecarloticket.com](mailto:contact@montecarloticket.com)

### 3. Scope of the policy

Are concerned all personal data obtained by the following ways:

- Monte-Carlo Ticket Website
- Newsletters
- montecarloticket.com profile

### 4. Your rights

You have the right to access, object to, rectify, erase, restrict, and port your personal data, subject to legal exceptions.

You have the right to object to the processing of your personal data. This objection takes immediate effect but does not retroactively affect data processing already carried out. If, as a result of your objection, we are no longer able to perform the services contractually agreed upon with you, this objection will be considered a breach of contract on your part, and we will have the right to terminate your contract without notice. Any sums already committed will remain due.

To exercise these rights, please contact us at the address provided in the paragraph "1. 2. Contact".

We will respond to your request within a maximum period of one month, provided you furnish proof of your identity. Any identity document thus provided will be immediately destroyed after your right has been exercised.

In the event we fail to comply with the applicable data protection legislation, you have the right to file a claim with the Monaco Data Protection Authority (Autorité de Protection des Données Personnelles - A.P.D.P.).

### 5. Protection of personal data

We're committed to ensuring the confidentiality of your personal data. Only duly authorized personnel with a legitimate need to access your data for their duties can do so.

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.

## 6. 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.

## II. PROCESSING OF PERSONAL DATA

### 1. Objective of data processing

We process your personal data to provide the information, products, or services you request, or to improve our products and services.

### 2. Transmission of Data to competent authorities

In certain cases, we may need to transfer your personal data to Monegasque and foreign criminal, administrative, and judicial authorities. We'll only make this transfer if required by law, or if it's necessary to protect our rights, the rights of third parties, or public safety. In such instances, we'll only share the data strictly necessary for that specific purpose.

### 3. Sharing data with service providers

To provide you with our services, we use service providers who may be based in Monaco or abroad. These providers can only access your personal data to the extent strictly necessary for the technical maintenance of their systems or the provision of services.

We're committed to ensuring all our service providers fully comply with current data protection regulations and implement appropriate security measures to protect your information.

## III. SPECIFIC CONDITIONS

### 1. 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.

We use navigation cookies to ease the use of the website and so as to obtain indications on the way to improve information and services on the website. This analysis is private.

## 2. 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.

## 3. 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 no longer wish to receive Newsletters, you can freely unsubscribe at any time, by clicking the "unsubscribe" link at the bottom of each newsletter or even by deleting your grimaldiforum.com profile.

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.

If a link in the newsletter directs you to our website, you also allow us to process and use your IP address, as well as your geographic data, web beacon or similar data, to check the offers subjected in this notification are related to your expectations.