

## PRIVACY POLICY

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*Version and Date of Last Update: V2.0 2024.07.03*

*Starting May 25, 2018, the General Data Protection Regulation (GDPR) – Regulation No. 2016/679 of the European Parliament and Council, of April 27, 2016, became applicable, establishing rules for the protection, processing, and free movement of personal data of individuals. This regulation applies directly to all entities processing such data in any EU member state, including Portugal.*

*As part of our services, Grupo Cardoso collects personal data (e.g., identification data, contact information, sensitive data, among others). Grupo Cardoso, as the entity determining the means and purposes of the processing, is responsible for processing your personal data, committed to ensuring the protection of your privacy, and acting in accordance with the law and the new Regulation. In this Privacy Policy, we reiterate our commitment to implementing measures for compliance, specifically to ensure:*

- Lawful processing based on legal grounds, legitimate interest, or consent of the data holder;*
- Processing limited to the purpose for which the data was provided;*
- Mechanisms to ensure the accuracy and completeness of the data provided by you;*
- Minimization of required data, requesting only what is necessary for the purpose;*
- Limitation in data storage, according to defined retention periods;*
- Implementation of measures for information integrity and confidentiality.*

*Grupo Cardoso has developed and is implementing this Privacy Policy, which includes a broad range of measures for protecting your personal data. This information aims to present the respective privacy policy in a structured and simplified manner.*

*We recommend reading our entire Privacy Policy to understand more about the personal data we process, the purposes for which it is processed, and the security measures Grupo Cardoso has implemented to ensure the protection of the privacy of the data you entrust to us in the context of our services.*

*This Privacy Policy also provides information about your rights as a data holder and how you can request to exercise them with Grupo Cardoso. See the section “Request to Exercise Rights”.*

### *Entity Responsible for Processing Personal Data*

*Grupo Cardoso provides hotel services, including Time-Sharing and associated services such as catering, event organization, wellness, and leisure.*

***Data Controller:** J. Cardoso, S.A, headquartered at Hotel Baía Azul – Rua Quinta Calaça Nº 1, 9004-530 Funchal, corporate entity no. 511 013 248*

### *Data Protection Officer*

*In compliance with the legal obligation arising from Article 37(1)(a) of the GDPR and Article 12 of the National Implementation Law, Grupo Cardoso has appointed a Data Protection Officer responsible for ensuring, among other things, the compliance of data processing and protection activities under the responsibility of Grupo Cardoso, according to applicable legislation and this Policy.*

*Thus, personal data holders can contact the Data Protection Officer regarding issues related to the processing of personal data through the contacts indicated in the section “Contact the Data Protection Team” of this privacy policy.*

### *Data Processing Inventory*

*Grupo Cardoso maintains a data processing record under Article 30 of the GDPR, identifying:*

- The name and contact details of the data controller and, where applicable, any joint controller, the controller's representative, and the data protection officer;*
- The purposes of data processing;*
- The description of the categories of data holders and the categories of personal data;*
- The envisaged time limits for erasure of the different categories of data;*
- The technical and organizational security measures implemented to ensure confidentiality, integrity, availability, and resilience of processing systems and services.*
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### *Categories of Personal Data Processed by Grupo Cardoso*

*For service purposes, Grupo Cardoso may process the following categories of personal data:*

- Identification data (e.g., name, civil identification number, passport number, tax identification number);*
- Demographic data (e.g., date of birth, gender, nationality, country of residence);*
- Contact data (e.g., address, phone numbers, email);*
- Sensitive data, at the client's option (e.g., dietary restrictions, personal preferences, health conditions, and treatments like guests undergoing dialysis, among others);*
- Financial data (e.g., credit card);*
- Vacation and family data (e.g., family composition, travel preferences, and frequency, and other holiday history information);*
- Electronic identification data (e.g., IP address used to identify a device via the Internet).*

### *Basis for Processing Personal Data*

*Grupo Cardoso processes personal data only if at least one of the following situations occurs:*

***Consent of the data holder:*** *when the data holder has given their explicit consent for processing their personal data for one or more specific purposes. Consent may be obtained by any means (including electronic), and Grupo Cardoso will keep a record of it to prove that the data holder has consented to the processing of their personal data.*

*The data holder has the right to withdraw their consent at any time, being that the withdrawal does not affect the lawfulness of processing based on the previous given consent.*

***Execution of a contract or pre-contractual steps:*** *when processing is necessary for the execution of a contract to which the data holder is a party, or for pre-contractual steps at the request of the data holder.*

***Compliance with a legal obligation:*** *when processing is necessary for compliance with a legal obligation:*

- The processing of personal data to comply with the duty to send data to authorities such as SEF (Decree-Law No. 128/2014) or police authorities;*
- For registration in case of change of owners within the scope of Time-share*

**Legitimate interest:** when processing is necessary for the purposes of the legitimate interests pursued by Grupo Cardoso or by third parties, except where such interests are overridden by the interests or fundamental rights and freedoms of the data holder requiring protection of personal data.

The legal basis for processing your data can be found in the table below in the section “Purposes, Legal Basis, and Retention Periods for Personal Data”.

#### Purposes of processing personal data

Grupo Cardoso may process your personal data for the purposes described in the table below in the section “Purposes, Legal Basis, and Retention Periods for Personal Data” in pursuit of its attributions through contractual relations, legal obligations, and/or legitimate interest. Grupo Cardoso will not use your data beyond these purposes.

#### Retention Periods for personal data

Grupo Cardoso may retain personal data for periods longer than the duration of the contractual relationship, based on the data holder's consent, to ensure rights or duties related to the contract, or because it has legitimate interests justifying this, but always for the period strictly necessary to achieve the respective purposes and according to the guidelines and decisions of the National Data Protection Commission (CNPD).

To know the Retention Periods of your data, you can consult the table below in the section “Purposes, Legal Basis, and Retention Periods for Personal Data”.

#### Purposes, legal basis, and retention periods for personal data

Purpose of Processing	Data Category	Legal Basis	Retention Period
<b>Clients: Guests</b>			
Reservations; Stay Management; Billing; Quality and Satisfaction;	Identification data Contact data Demographic data Financial data Vacation and family data Sensitive data	Contractual; Pre-contractual; Contractual; Post-contractual; Consent.	Permanent, until data holder exercises the right to object, and only after three months from check-out.  The period may be longer to ensure rights or duties related to the contract or to comply with legal obligations.
Courtesy services: e.g. *Communication for delivery of lost and found objects; *Birthday *Thank you note *Welcome letter	Identification data, Contact data, Demographic data	Legitimate interest	The period may also be longer if there is an ongoing legal process.  Documents relating to courtesies collected by the room cleaning team after check-out will not be kept for more than twenty-four hours (e.g. welcome card).
Personalized Service for Future Interactions	Identification data Contact data Demographic data Financial data Vacation and family data Sensitive data	Legitimate interest	
Marketing and Commercial Campaigns.	Identification data Contact data	Consent	Until withdrawal of consent by the data holder.
- Report to SEF	Identification data Contact data Demographic data Vacation and family data	Legal obligation	Thirty days after submission to SEF.
- Billing, Accounting Records, and Supporting Documents for Reporting to Authorities (e.g., AT)	Identification data Contact data Demographic data Vacation and family data Financial data	Legal obligation: to authorities, (supervisory, tax and fiscal, judicial and police or others) Or For declaration, exercise or defence of rights in legal proceedings.	Legal period required as defined by each specific legal obligation.
- Civil Liability Insurance - Accidents	Contact data Identification data Sensitive data	Contractual; Legitimate Interest; Vital Interest of the data holder	Three years after the incident is resolved.
<b>Clients: SPA</b>			
SPA Treatments (Health Questionnaire)	Identification data Sensitive data	Pre-contractual; Contractual; Post-contractual	Thirty days.  The period may be longer to ensure rights or duties related to the contract or to comply with legal obligations.



### Clients, Service Providers and Other Data Holders:

Categories of data holders	Purpose of Processing	Data Category	Legal Basis	Retention Period
Data holders visiting Grupo Cardoso's facilities	Security of people and property through video surveillance	Identification data	Legitimate interest	Thirty days after image capture. The period may be extended if there is a legal or judicial obligation to fulfil.
Exercise of Data Holders' Rights	Recording and managing requests to exercise data holders' rights	Identification data Contact data	Legal obligation.	Up to three years from the date of the request.  This period may be extended to ensure rights or obligations related to the contract or to fulfil legal obligations.  The period may also be longer if there is an ongoing legal process.

### Job / Internship Applicants:

Purpose of Processing	Category of Data	Legal Basis	Retention Period
Recruitment process (collection of CVs and spontaneous applications)	Identification data Contact data Demographic data CV data;	Pre-contractual steps and/or consent of the data holder for profile and skill assessment and retention for future offers.  Legal obligation	One year from the date of data collection.  Except for data required under Article 32 of the Labor Code, which are stored for five years.

### Using Grupo Cardoso's website (<https://www.grupocardoso.pt/>):

Categories of data holders	Purpose of Processing	Data Category	Legal Basis	Retention Period
Clients, commercial partners or service providers (individually), Human Resources Applicants, Other holders who contact Grupo Cardoso	Information requests, suggestions, compliments, complaints, or reservations via the "Contact Us" form.	Identification data Demographic data Contact data	Pre-contractual steps, contract execution, post-contractual steps.  Legitimate interest	Strictly necessary for the execution of the request.  The period may be extended to ensure rights or obligations related to the contract or if there is a legal or judicial obligation to fulfil.
Clients	Promotional Offers Subscription	Identification data Demographic data Contact data	Consent	Until consent is withdrawn by the data holder.
Clients	Online reservations	Identification data Demographic data Contact data Vacation and family data Sensitive data	Pre-contractual steps	Three months after check-out

### *Transfer of Data to third parties*

#### *Subcontractor and Joint Controllers*

*Grupo Cardoso may engage other entities (subcontractors) to process data on its behalf, strictly following the GDPR, national data protection laws, and this policy.*

*Subcontractors cannot transfer data to other entities without Grupo Cardoso's prior written authorization and are prohibited from engaging other entities without Grupo Cardoso's prior authorization.*

*Grupo Cardoso ensures that subcontractors provide sufficient guarantees regarding technical and organizational measures to protect data holders' privacy and rights.*

*All subcontractors are bound by a written contract detailing the scope, duration, nature, purpose of processing, type of personal data, data holder categories, rights and obligations, confidentiality, and security measures.*

*Grupo Cardoso may engage subcontractors in areas like financial and accounting consultancy, project consultancy, professional training, maintenance services, insurance, legal consultancy, communication and image services, internet and communications, among others.*

*Grupo Cardoso may also transmit data to third parties required by law, such as SEF, Tax Authority, Court of Auditors, police authorities, courts, and others.*

### *Rights of Data holders*

*Grupo Cardoso ensures that the data holders exercise their rights, in accordance with applicable legislation regarding the protection of personal data, namely:*

- **Right of Access:** the holder has the right to confirm if their data is being processed, and access it, including information on:
  - (i) The processing purpose;
  - (ii) Data categories;
  - (iii) Data recipients, including European Union entities or international organizations;
  - (iv) Retention periods or, if this is not possible, the criteria used;
  - (v) Data holder's rights regarding the processing of personal data;
  - (vi) If the holder did not provide the data, it's sources and types.
- **Right to Rectification:** the holder has the right to request correction of their personal data and completion of incomplete data;
- **Right to Erasure:** the holder has the right to request restriction of processing under certain conditions, such as:
  - (i) the data no longer being necessary;
  - (ii) withdrawal of consent;
  - (iii) objection to processing;
  - (iv) unlawful processing;
  - (v) to fulfil a legal obligation. Under applicable legal terms, Grupo Cardoso is not obliged to delete the holder's data to the extent that the processing proves necessary to comply with a legal obligation to which it is subject or for the purposes of declaring, exercising or defending a right in judicial process.
- **Right to Restriction of Processing:** the holder has the right to request restriction of processing under certain conditions, such as:
  - (i) contesting data accuracy;
  - (ii) unlawful processing;
  - (iii) data no longer needed but required for legal claims.
- **Right to Data Portability:** the holder has the right to receive their data in a structured, commonly used format and transmit it to another controller, if:
  - (i) based on consent or a contract and

(ii) processed by automated means.

- **Right to Object:** the holder has the right to object to processing based on legitimate interests, except for overriding legitimate grounds or legal. In these cases, Grupo Cardoso Grupo will stop processing the holder's personal data, unless there's a legal obligation. Exercising your right to object may result in the suspension or termination, total or partial, of the benefits associated with the purpose of processing the data in question.
- **Right to Withdraw Consent:** the holder has the right to withdraw consent at any time. If the holder withdraws consent, personal data will no longer be processed, unless there is legal and regulatory obligations that justify such processing.

Data holders can also complain to Grupo Cardoso and to the supervisory authority, the National Data Protection Commission (CNPd).

Contact the data protection team

Contact with the DPO of Grupo Cardoso

Grupo Cardoso has appointed a Data Protection Officer (EPD) for inquiries about personal data processing and exercising rights.

Whenever a data holder, namely clients or others, wishes to exercise their rights, or request information within the scope of the Data Protection Regulation, they may do so via e-mail:

[epd.privacidade@grupocardoso.pt](mailto:epd.privacidade@grupocardoso.pt)

or in person at our headquarters:

Hotel Baia Azul

Rua Quinta Calaça nº1, 9004-530 Funchal

Exercising Rights by Data Holders

Requests and rights are exercised in writing, proving identity, via contact with Grupo Cardoso, which will respond within 30 days, extendable to two months for complex cases.

Exercising rights is free unless the request is manifestly unfounded or excessive, in which case a reasonable fee may be charged.

Submitting a complaint to the National Data Protection Commission (CNPd)

Data holder can complain directly to the National Data Protection Authority (CNPd), on [www.cnpd.pt](http://www.cnpd.pt).

Data Breach (Security and Data Privacy Incident Management)

In case of a data breach, if there is a high risk to data holders' rights and freedoms, Grupo Cardoso's DPO will notify the National Supervisory Authority (CNPd) and communicate the breach to data holders within 72 hours after receiving the incident notice.

Exceptions to notifying data holders include:

- Effective protection measures (e.g., encryption);
- Subsequent measures eliminating high risk; or
- Disproportionate effort, in which case public communication will be used.
- Report data breaches via the email provided in the Data Protection Team section.

Grupo Cardoso will keep records of breaches, risk analysis, measures taken, and the need for communication with CNPD and data holders.

### *Security measures*

*Grupo Cardoso applies appropriate technical and organizational measures based on proportionality, adequacy, security, application costs, nature, scope, context, processing purposes, and risks. Measures include:*

- *Periodic training and awareness actions.*
- *A backup plan;*
- *Antivirus and firewall management on all Grupo Cardoso's computers;*
- *Pseudonymization of personal data;*
- *Encryption of information with personal data for sending.*
- *Access control to the equipment facilities at Grupo Cardoso;*
- *Automatic fire detection and extinguishing systems;*
- *Among other Security Policy measures that are implemented or being implemented.*

### *Privacy Policy Updates*

*Grupo Cardoso intends to keep data holders always informed about the processing of their data, and therefore predicts updating and continuously improving its Privacy Policy, with changes published on its website (<https://www.grupocardoso.pt/grupo-politica-rgpd>) at its Receptions and other appropriate channels.*

*Changes will include a "document version" and "update date" indication in the document header.*

*We recommend that the data holder consults our privacy policy in a regular basis, to be aware of the most updated version.*