

GENERAL RULES AND REGULATIONS FOR PRIVACY AND DATA PROTECTION

Monte-Carlo Festivals attaches great importance to the privacy of its customers. This document will explain to you in the clearest way possible how your personal data is used and processed.

This confidentiality policy applies to all the data we collect through our various applications (website, emails, telephone, Facebook, post).

We do everything in our power to protect all the personal data you share with us, exclusively for the purposes described in this confidentiality policy, and in accordance with the legal and regulatory statutes in effect.

We only store your personal data whilst it is necessary to provide our services or during the compulsory legal period.

Monte-Carlo Festivals (www.montecarlofestival.mc) is the official website for:

- the ticket office of the International Circus Festival of Monte-Carlo and New Generation
- the marketing of the Espace Fontvieille big top (www.chapiteau-monaco.com)
- the Facebook pages @festivalducirquedemontecarlo and @chapiteauespacefontvieille

Definition of the scope

The data received by the following methods are concerned:

- websites
- montecarlofestival.mc & chapiteau-monaco.com
- Profile
- Facebook
- Telephone
- post

Right to access, correct and remove your personal data

You have the right to access, correct, remove and transmit your personal data.

You can also limit its use.

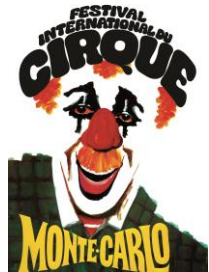
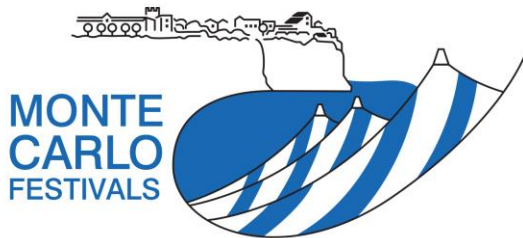
Subject to the paragraph "storage of client data" and other exceptions provided by the law.

You have the right to express your opposition to the processing of your personal data.

This opposition will come into effect immediately, but not retroactively, on processing already done.

To exercise your rights, you can contact Monte-Carlo Festivals at the address specified in the "contact" paragraph.

In the event that Monte-Carlo Festivals does not comply with legislation relating to the protection of your personal data, you can file a complaint with the relevant regulatory bodies.



I. PROTECTION & PROCESSING OF PERSONAL DATA

We take the appropriate technical measures to protect your personal data and only stock data on secure servers.

Monte-Carlo Festivals is protected by measures in accordance with regulations designed to avoid:

- loss of data,
- destruction of data,
- handling of data,
- access to it, and its modification or disclosure, by an unauthorised person.

However, it is the customer's responsibility to protect your customer account with a secure password, to store it in a safe place and to change it regularly.

Storage of customer personal data

Generally, for accounting reasons, Monte-Carlo Festivals stores personal data for a duration of 6 years after its final processing.

We store all other data as long as necessary.

Except when stored for longer, in compliance with legal obligations or for operating purposes.

The aim of processing personal data

Monte-Carlo Festivals processes customer personal data in order to provide its services, to sell its products and to keep its customers informed.

Disclosure of personal data

Monte-Carlo Festivals is obliged to hand over your personal data to Monegasque and foreign law enforcement, administrative and legal authorities, if its disclosure is necessary for the prevention or prosecution of crimes, misdemeanours or similar administrative offences.

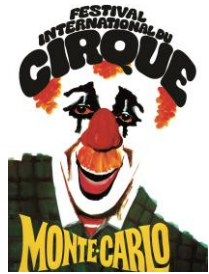
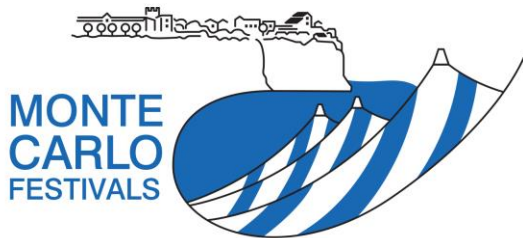
This disclosure is only carried out in full compliance with legal and regulatory requirements.

Data processing by a third party in Monaco and abroad

In order to provide its services, for personal data processing, Monte-Carlo Festivals also calls upon third parties based in Monaco and/or abroad.

The personal data recipients include:

- IT and payment service providers
- Platforms that send out newsletters



II. SPECIAL PROVISIONS

Use of the website

You may visit the montecarlofestival.mc and chapiteau-monaco.com websites, and access information regarding our offers without providing personal data.

We request personal data only when it is necessary for the provision of our services (sale of tickets) and for the execution of transactions with Monte-Carlo Festivals.

When you access our website, our system automatically records the technical data of the device which you are using to connect.

The information collected is: the type, and possibly the version, of the browser, the operating system, as well as the user IP address, the date and the time of access.

Newsletter

Sending of newsletters

If you no longer wish to receive the newsletters, you can unsubscribe from them easily and at any time.

As part of the newsletter, we process your personal data in order to send you information relating to Monte-Carlo Festivals.

Monte-Carlo Festivals uses the service of an external service provider to send out its newsletters.

Marketing campaigns

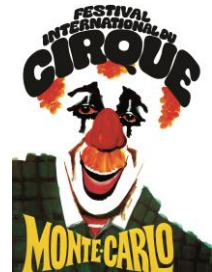
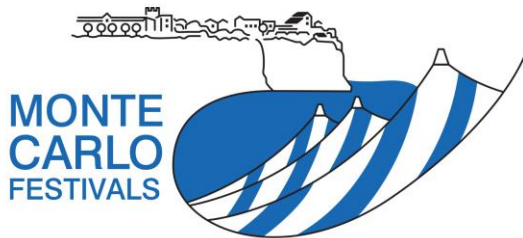
Monte-Carlo Festivals may need to use your personal data for marketing purposes (posting of information regarding the International Circus Festival of Monte-Carlo, New Generation and the Espace Fontvieille big top).

If you no longer wish to receive these offers, you can unsubscribe easily and at any time by clicking on the “unsubscribe” link that you will find in every newsletter.

Email communication

By creating your profile on “montecarlofestival” you authorise us to send information to you (newsletters, information, etc.). This communication will be made via digital mediums such as email and telephones.

If you do not wish to receive this information, you can delete your profile at any time.



III. "RODRIGUE" TICKETING

In compliance with (EU) regulation 2016/679 of the 27th April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and in particular article 32 as well as the modified law N°78-17 of the 6th January 1978 on IT, files and freedom, RODRIGUE ensures the safety of your personal data thanks to the following technical and organisational measures:

The data is stored in France in data centres that comply with PCI DSS security standards and are protected by level 7 firewalls.

Management of access rights

Access rights are subject to internal assignment procedures and comply with the following requirements:

- Monitoring of the groups and directories with a safety policy that reinforces the control of data;
- Reduction of the right of access with a principle of minimum rights whereby the principal of least privilege shall be maintained. If it is not absolutely necessary, the right of access will not be granted;
- Close management of authorisations and dismissals in the event that users leave or are transferred.

Surveillance of access rights is subject to ongoing internal checks by our compliance team.

Tools for protecting against outside intrusions in the network.

Password policy

A strong password management policy is in place (unique username, complexity, length, regular changes, limitation of login attempts, etc.), security policies have been established and put into place. The good implementation of these policies is regularly and automatically monitored on all of the devices of the Information System, thanks to specific monitoring agents, and any anomaly is passed on to the security team.

Protection through data flow security

RODRIGUE protects all communication towards its application software through the use of point-to-point encryption such as VPN IPsec (MD5/AES256 encrypting). Network partitioning of the various environments has been put in place, DMZ (demilitarised zone), as well as IDS (intrusion detection systems).

Personal data is stored in the RODRIGUE data centres located in Sannois in France.

IV. CONTACT

If you have any questions concerning this confidentiality policy or personal data protection at Monte-Carlo Festivals, you can contact us at: Monte-Carlo Festivals, 5 avenue des Ligures, 98000 MONACO – Email: info@montecarlofestivals.com - Tel.: +377 92 05 26 00