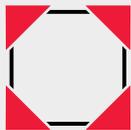


# PRIVACY NOTICE

Version 1.0 - 1<sup>st</sup> January 2019



The purpose of this Privacy Notice is to ensure transparency regarding the personal data we process in accordance with article 12-14 GDPR.



## Why is this Policy important for you?

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### 1. Introduction



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# 1. Introduction

This Privacy Notice is designed to inform you about the personal data relating to you and which is collected via this website (referred to hereinafter as the “**Website**”) by Eurovision Services SA (acting as data controller and hereinafter referred as “**we**”, “**our**” and “**us**”) with registered office at L’Ancienne Route 17A, 1218 Grand-Saconnex (Geneva), Switzerland and registered with the Commercial Registry in Geneva (Switzerland) under number IDE CHE 481.105.679, why we collect and process such personal data, on which legal basis, and how we will handle personal data you provide us with and personal data we learn about you from your visit to the Website. Your use of the Website implies your acknowledgment of this Privacy Notice.

## 2. Legal Basis

We are only processing your personal data because you have given us specific **consent** or because such processing is necessary for the performance of a **contract** to which you are a party or on the basis of our legitimate interests to process your personal data for executing a contract between us and the organisation you are representing. When the legal basis of the processing is consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of any processing carried out before the withdrawal of consent.

## 3. Personal Data Collected

We collect personal data relating to you (referred to hereinafter as “Personal Data”) in two ways, directly from you and through cookies:

**Directly from you:** You may choose to send us information via email or to enter it on certain pages of this Website.

To access restricted parts of our Website a log-in is required. To create a user account, you must provide us with your first and last name, company name, work email and password

In certain instances you may also provide optional data such as your company address, phone number (office, mobile, private), fax number, gender, date of birth, interests, profile picture, links to social network profiles, job title, comments, preferences, suggestions, or other information relating to the service you are booking, our Website, our products or services, or our company. Other specific types of information may be requested in connection with booking requests, surveys, other promotional offers or other marketing activities, including uploading text, video or audio content.

**Cookies:** information about how we use them and what types of information are collected via cookies is described in detail **below**.

## 4. Special Category of Personal Data

We will not collect or process any special category of personal data relating to you such as data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or other beliefs of a similar nature, trade union membership, genetic data, biometric data for uniquely identifying a natural person, health, sex life or sexual orientation.

## 5. Use of Cookies

Cookies are small text files that are placed on your computer or other device by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website.

### General information about the cookies used

When you visit our Website for the first time, the entry page will show information on privacy and wording regarding consent to the use of Google Analytics related cookies through a “cookie banner” By continuing to actively use the Website and by not actively objecting to the use of cookies, you are agreeing to our use of cookies; your consent will be stored in your browser, so that the information does not have to be repeated on every page of the Website. Should the consent be missing in your browser (e.g. if you deleted your cookies), the “cookie banner” with privacy information will appear again the next time you visit the Website.

When you decide to log-in to the parts of the Website for which access is restricted, the log-in page will inform you about the persistent cookies required to maintain the SSO user information. The submission of your log-in details implies that you consent to such cookies being set. For further information about SSO related cookies, **click here**.

We may also use cookies which are required for technical reasons or session cookies for which we do not require your prior consent.

## 6. Use of Personal Data

Your Personal Data will be used exclusively and only to the extent necessary, to allow us:

- **EMAILS:** on the basis of your specific consent, to respond to your direct requests, as outlined at the time we collect your Personal Data or as otherwise explained to you prior to the use of your Personal Data;
- **SINGLE SIGN-ON:** on the basis of your specific consent, to create a user account and complete a user profile allowing you to benefit from a single sign-on in order to log-in to certain parts of this Website for which access is restricted;
- **BOOKING REQUESTS:** on the basis of your acceptance of the related terms and conditions, to process your booking requests and booking enquiries, request

additional information for your booking, inform you about availability of the service, confirm or deny the booking, communicate the status of your booking, technical parameters (if applicable) and operational details as well as changes of these parameters;

- **WEB SUPPORT:** on the basis of your acceptance of the related terms and conditions, to respond to your direct request for Web Support, additional information or resolution of issues related to your account and to conduct related statistics;
- **EVENT OFFERS:** on the basis of our legitimate interests to process your personal data for executing a contract between us and the organization you are representing, to publish your organization's event offers, request additional information for your booking, inform you about interest and availability of the service, confirm or deny the offer, communicate the status of your offer and transmissions, technical parameters (if applicable) and operational details as well as changes of these parameters;
- **SURVEYS** and **FEEDBACK:** on the basis of your specific consent, to manage your use of the Website, including to the extent applicable, your participation to and/or use of, satisfaction surveys, feedback forms or incident/complaint forms, contests, promotional offers or other online marketing activities;
- **CUSTOMER CARE:** on the basis of our legitimate interests to process your personal data for executing a contract between us and the organization you are representing, to conduct customer care and market research activities;
- **MAILING:** to send you current mailings or other marketing information about Eurovision Media Services, in which we think you would be interested through email, mail or text messaging provided you have given us the explicit permission to do so.

We may combine the Personal Data you submit via this Website with other personal data we have obtained about you from other sources such as email, telephone or booking requests and event offers made outside of this Website on Facebook, Twitter and LinkedIn accounts of Eurovision Media Services and for the same purposes.

We will not use your Personal Data for any new purposes which are as yet unforeseen in this Privacy Notice, except to comply with a legal obligation. In any event, prior to using Personal Data for other purposes, our Privacy Notice will be updated and we will inform you of the change. For consent-based activities, we will not process your Personal Data for new purposes without first obtaining your consent.

## 7. Direct Marketing

We will not use your Personal Data for direct marketing purposes without your **explicit prior consent**, except where authorised under applicable law.

If at any time you decide to no longer receive any commercial or promotional information from us, you may, free of charge and without providing any justification, **opt-out** of any direct marketing campaigns and oppose future

processing of your Personal Data for such purposes by sending us an email at **privacy@ebu.ch** and mention “opt-out” in the subject line of your email. Alternatively, you may use the opt-out procedure provided in any promotional message you receive from us.

Please note that opting out from receiving promotional messages from us will not prevent you from receiving information that relates to any contract you may have entered into with us.

## 8. No automated decision-making

We will not make use of automated decision-making processes, including profiling, except where authorised under applicable law. In such case we will inform you of the rationale involved in the decision-making, as well as the significance and the envisaged consequences of such processing for you.

## 9. Sharing Personal Data and transferring Personal Data to third countries

We will not make your Personal Data available to any third party and shall not publicly disclose the Personal Data unless such transfers are based on your specific consent, necessary for the performance of a contract entered into between you and us, or when such transfer of Personal Data is otherwise authorised or compulsory by law or by order of an administration or judicial authority.

We transfer your Personal Data to the following **recipients**: providers of statistical insights about the use of this Website, mailing tools that help us sending our newsletters and hosting providers

Please note that whenever your Personal Data are transferred to processors or third parties located **outside the European Economic Area** in countries which are not considered by the European Commission to guarantee an adequate level of personal data protection, we will ensure that appropriate measures are implemented according to the applicable national and European legislation relating to data protection. You may obtain a copy of the safeguards we have implemented or information as to where your data has been made available by sending us an email at **privacy@ebu.ch**.

## 10. Sharing on social networks

We use a **social plug-in** to enable you to share Website’s information on Facebook, Twitter, LinkedIn and other Social Media platforms of your choice through “Share” buttons.

For data privacy reasons, we deliberately opted against the use of direct social network plug-ins on our Website. Instead, we employ an alternative technical solution that allows you to decide whether to transmit data to the social network

operators and when. Thus when you visit the Website, **data is never automatically transmitted to a social network**. Only when you actively click on the respective button yourself will your web browser connect to the servers of the social network, i.e. clicking on elements and then clicking on the social network's icon indicates your consent to your browser connecting to the servers of the social network and sending usage data to that social network operator, whether or not you are a subscriber of such social network.

We have no influence over the nature or scope of data that social networks may then gather. For information regarding the purpose and scope of data collection, further processing and use of data by social networks and regarding your data privacy rights and relevant configuration settings, see the social networks' respective data privacy advisories.

## 11. Links to third parties websites

On certain areas of this Website, we may provide links to third parties websites, which are not subject to this Privacy Notice. These links are provided as a convenience to you; however please be aware that we have no control over these third parties or their websites and that they will have a different privacy notice applying to information collected from you when you are on their websites. We encourage you read the privacy notices of all websites carefully before providing personally identifiable information.

## 12. Storage Duration

We will retain your Personal Data only **as long as necessary** for the fulfilment of the purposes described above or as required by applicable data retention laws and statutory limitation periods for claims.

## 13. Security and confidentiality

We have implemented **technical and organisational measures** in accordance with standard industry practices to ensure an appropriate level of security of the Personal Data processed. Nevertheless, security requires efforts from all parties involved. We thus encourage you to contribute to these efforts by taking appropriate security measures yourself, including by using strong passwords and keeping all user names and passwords (if any) confidential.

## 14. Children on the website

This Website is not intended for or directed to **children under 16**. We do not knowingly collect any information from such individuals. If you believe your child has provided us with Personal Data, please contact us at **privacy@ebu.ch**.

## 15. Your Rights

At any time, you may exercise your right to request access to or rectification of and, as the case may be, erasure of any Personal Data relating to you. You may also object to data processing or request a restriction of processing and benefit of a right to data portability (as the case may be), in compliance with applicable data protection law. You may do so by sending a signed request form with a copy of your ID card, passport or other proof of identity to **privacy@ebu.ch** or by post to Eurovision Services SA, 17A L'Ancienne Route, 1218 Grand-Saconnex, Geneva, Switzerland.

Where applicable, you have the right to withdraw consent at any time, this does not affect the lawfulness of processing based on consent made prior to such withdrawal.

As a data subject, you have the right to lodge a complaint with a supervisory authority (in particular in the Member State of the European Union of your usual place of residence, your place of work or the place where the violation occurred) if you consider that the processing of Personal Data relating to you infringes the applicable legislation relating to data protection.

## 16. Data Protection Officer

We have designated a data protection officer whose contact email address is **dpo@ebu.ch**. You may **contact our data protection officer** with regard to all issues related to processing of your Personal Data and to the exercise of your rights under the applicable national and European legislation relating to data protection.

### **Representative in the European Union:**

We have designated as Our representative in the European Union:

EBU UER AISBL,  
Avenue des Arts 56  
1000 Brussels,  
BELGIUM

## 17. Effective Date and Changes

This Privacy Notice is in effect from 25 May 2018. We reserve the right, at our complete discretion, to change, modify, add, or remove portions of this Privacy Notice at any time. We encourage you to check this page periodically to read the most recent version of this Privacy Notice as a continued use of this Website after the posting of changes to these terms will mean that you acknowledge these changes.



## ANNEX 2 Google Analytics

This Website uses Google Analytics, a web data analysis tool of Google Inc. (Google). Google Analytics uses cookies which help us analyze how users use the Website.

The information generated by cookies about a user's Website usage, including the user's IP-address, is transferred to a server in the US for storage reasons. You hereby acknowledge and to the extent necessary consent, to the transfer of such data to the US.

## ANNEX 3 How to prevent cookies to be set

You may prevent cookies to be set by **adjusting your browser** accordingly. Indeed, most web browsers allow some control of most cookies through the browser settings. To find out more about how to prevent cookies to be set, visit <http://www.allaboutcookies.org>.

However, in certain cases, preventing cookies from being set may cause certain features of the Website to not work properly and some functionalities of the Website may no longer be available to you.

## ANNEX 4 How to delete/deactivate cookies

In order to delete/deactivate all cookies from your computer, the majority of web browsers allow you to completely disable the use of cookies, or to delete cookies created by specific domains/websites. To find out how to do it, please refer to your browser's help page:

Chrome:

<https://support.google.com/chrome/answer/95647?hl=en>

Internet Explorer:

<http://windows.microsoft.com/en-US/internet-explorer/delete-manage-cookies#ie=ie-11-win-7>

Firefox:

<http://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Safari:

[https://support.apple.com/kb/PH21411?viewlocale=en\\_US&locale=en\\_US](https://support.apple.com/kb/PH21411?viewlocale=en_US&locale=en_US)

Safari on IOS:

<https://support.apple.com/en-us/HT201265>

Opera:

<http://www.opera.com/help/tutorials/security/cookies>

You can specifically prevent Google's collection and use of data (cookies and IP address) for any Websites you visit by downloading and installing the browser plug-in available at <https://tools.google.com/dlpage/gaoptout?hl=en-GB>.

You may also specifically refuse the use of Google Analytics on this Website by clicking on the following link. An opt-out cookie will be set on the computer, which prevents the future collection of your data when visiting this Website: Disable Google Analytics.

