

Personal Data Processing Policy

Turismo de Portugal, IP

The Instituto do Turismo de Portugal, I.P. (Portuguese Tourism Institute) ("Turismo de Portugal") is committed to protecting and respecting the privacy of the users of <https://escolas.turismodeportugal.pt/> and the platforms it manages.

With the entry into force on 25 May 2018, in all Member States of the European Union, of [Regulation \(EU\) 2016/679 of the European Parliament and of the Council of 27 April 2016](#) (General Data Protection Regulation - "GDPR"), it has proved necessary to implement and publicise this Personal Data Processing Policy, which underlies the commitment of Turismo de Portugal to respect and be responsible for compliance with the rules on the protection of personal data collected by it.

This Policy thus establishes the basis on which any personal data obtained or provided by its holders are processed on this portal. The term "personal data", as used in this Policy, refers to certain information such as name, e-mail address, address, telephone number or any other information that may be used to identify its holder. In order to navigate the public areas of this website it is not necessary to provide personal information.

Consent

By registering on <https://escolas.turismodeportugal.pt/> and/or providing any personal data, the data holder is freely giving their explicit consent so that the personal data submitted can be processed for the purposes and under the terms described in this Policy and in accordance with the laws and regulations in force relating to personal data.

Processing of personal data

Processing of personal data consists of an operation or set of operations carried out on personal data or sets of personal data, whether or not by automated means, including collection, recording, organisation, structuring, storage, adaptation, retrieval, consultation, use, disclosure, dissemination, comparison, interconnection, limitation, erasure or destruction.

Some of the personal data are mandatory for the provision of the service and/or information concerned. Turismo de Portugal will inform of this obligation and in the event of lack or incorrect supply of the required data, Turismo de Portugal will not be able to provide the requested service and/or information. The provision of incorrect or inaccurate data is the exclusive responsibility of the respective holder.

Data Controller

This portal is the exclusive property of Turismo de Portugal, I.P., public institute of special regime, legal person no. 508666236, with registered office at Rua Ivone Silva, Lote 6, 1050-124 Lisbon, being this entity the responsible for the processing of personal data obtained or supplied in the portal <https://escolas.turismodeportugal.pt/>. The contact

may also be made through the e-mail address: formacao@turismodeportugal.pt or the e-mail address of the Data Protection Officer: dpo@turismodeportugal.pt.

Purposes of collecting personal data

The personal data collected on the portal <https://escolas.turismodeportugal.pt/> and/or on the platforms managed by Turismo de Portugal are processed in the following possible areas:

Dissemination of the activity developed by Turismo de Portugal, as well as its products and services, which includes the subscription and sending of Newsletters;

Dissemination of the training offered by Tourism Schools;

Dissemination of applications, events, initiatives and/or hobbies made available by Tourism Schools;

Enterprise Support Programmes.

Personal data may also be processed to answer questions, suggestions or complaints submitted by the holder.

Rights of the personal data holders

Under the terms and for the purposes of Articles 13 to 22 of the GDPR, Turismo de Portugal informs that any data in its possession may be consulted, limited in its processing, rectified (due to incorrecion, inaccuracy or incompleteness) by the data holder and, if the processing was based on consent, the data holder is also entitled to request the erasure of data which processing does not fall within one of the lawful situations provided for in Article 6(1)(b) to (e) of the GDPR.

Turismo de Portugal further informs that, in cases where processing depends on consent, the data holder has the right to withdraw his or her consent at any time. The withdrawal of consent does not compromise the lawfulness of the processing carried out on the basis of the consent previously given.

The data holder is also entitled to object to the further processing of his or her personal data, to be informed on request about the purposes of the processing, the categories of data involved, the identity of the recipients to whom the data have been disclosed and the period of retention of his or her personal data, as well as to receive personal data concerning him or her which he or she has provided and forward it to another controller ("data portability").

Subcontractors

Turismo de Portugal may use subcontractors for the maintenance, lodging and management of its computer systems and equipment, under the terms allowed by the legislation that regulates the processing of personal data, and these entities are obliged to keep secrecy and guarantee the security of the data of the users of the portal <https://escolas.turismodeportugal.pt/>, to which, for this purpose, they have access, not being able to use such data for any other purpose, or for their own benefit, nor relate them to other data that they possess.

In any case, Turismo de Portugal remains responsible for the personal data provided to it.

Communication and transfer of personal data

Personal data may be disclosed to courts and other competent authorities, in strict compliance with the law, in particular when they are necessary for the resolution of disputes and for activities concerning the protection of public security, defence and State security and the prevention, investigation or detection of criminal offences.

Retention of personal data

The period of time for which personal data are stored and retained varies according to the purpose for which the information is processed.

Turismo de Portugal keeps personal data only for as long as it is necessary to achieve the purpose for which it was provided or to comply with any contractual or legal obligations to which it is bound.

Thus, and where there is no specific legal requirement, the data shall be kept only for the minimum period necessary for the purposes for which they were collected or further processed, as defined by law.

Complaints

Without prejudice to being able to submit complaints directly to Turismo de Portugal, through the contacts made available for that purpose, the data holder may complain directly to the National Data Protection Commission (CNPD), which is the Supervisory Authority in Portugal, using the contacts made available by that entity for that purpose.

Minors

Minors under 16 must obtain permission from their parents or guardians before accessing or making personal data available on the portal.

The responsibility for identifying the content and pages to which minors under the age of 16 access are their parents or legal guardians.

Changes to this policy

Turismo de Portugal reserves the right, at any time, to make readjustments or changes to this Personal Data Processing Policy, publishing such changes in its own means of disclosure.