



G CONSELLERIA
O TERRITORI, ENERGIA
I MOBILITAT
B CONSORCI TRANSPORTS
/ MALLORCA

INTERMODAL CARD PRIVACY POLICY

Please read this privacy policy thoroughly. It contains important information about the processing of your personal data and rights recognised by law. We reserve the right to update our privacy policy at any time due to business decisions, or in order to comply with any changes in legislation or case law. Please contact us through the channels listed below for any query you may have or clarification required regarding our privacy policy or your rights.

You can request a copy of this policy for your records.

You are stating that any data you are providing us with either now or in the future is correct and truthful and you agree to communicate any modifications made to this data. You agree to obtain the consent of any third parties whose personal data you provide and to inform them about the content of this policy.

Who is responsible for the processing of your data?

Data Controller: CONSORCI DE TRANSPORTS DE MALLORCA (hereinafter CTM)
Postal address: C/Eusebio Estada nº 28, 07004 – Palma (Balearic Islands)
Phone number: 971913191
Fax: 971913192
You can contact our Data Protection Officer at
protecciodedades@consorcidetransports.com

The Data Protection Office of the Autonomous Region of the Balearic Islands Administration has its headquarters in the Regional Government (Paseo Sagrera 2, 07012, Palma). The contact email address is: protecciodedades@dpd.caib.es

Why do we process your data?

Our users' data will be processed for the economic and administrative management of their relationship with us, the management and control of the intermodal card, as well as other travel documents, the control of the public transport service, compliance with our legal obligations and the improvement of the quality of our services.

How long will we retain your information?

We generally retain your data during the term of your relationship with us and during the time limits specified in applicable legal provisions in all cases and for the time necessary to meet any possible responsibilities arising from this processing. We particularly wish to inform you that we will retain the details of the history of use of the intermodal card and the free bicycle rental for 10 years. We will cancel your data whenever it is no longer necessary or relevant for the purposes for which it was collected.

Legal grounds for processing

The legal grounds for processing your personal data are the performance of a task carried out in the public interest, the management of the contractual relationship with our customers and users, legitimate interests and compliance with our legal obligations.

Who can we communicate your data to?

Your data will only be communicated to a third party when legally required, whenever necessary for the service to be correctly provided or to attend a user's claim or request. For these purposes, the data may be communicated to transport companies using the public passenger transport lines

What are your rights?

You have the right to obtain confirmation of whether we are processing your personal data or not, and to access it in such a case.

You can also ask for your data to be rectified whenever it is inaccurate or for any incomplete data to be completed, as well as to request deletion whenever the data is no longer necessary for the purposes for which the data was collected, for example.

In certain circumstances, you may request restricted processing of your data. In such a case, we will only process the affected data for the formulation, exercise or defence of claims or with a view to protecting the rights of other people.

You may also object to the processing of your data in certain circumstances and for reasons related to your particular situation. In this case, we will stop processing your data, except for compelling legitimate grounds that may prevail over your interests, rights and freedoms, or for the formulation, exercise or defence of claims.

You may revoke any consent that may have been provided for certain purposes, without this affecting the lawfulness of the processing based on consent prior to when it was withdrawn and file a complaint with the Spanish Data Protection Agency.

We would like to inform you that the European Regulation for the Protection of Personal Data also recognises the right to data portability.

In order to exercise your rights, you must send us a request accompanied by a copy of your national identity document or another valid document that identifies you by post or email to the addresses indicated in the paragraph "Who is responsible for the processing of your data?"

You can learn more about your rights and how to exercise them on the Spanish Data Protection Agency's website at: <http://www.agpd.es>