

SATA - ALPE D'HUEZ DOMAINE SKIABLE / LES 2 ALPES DOMAINE SKIABLE ENSURES TRANSPARENT USE OF PERSONAL DATA

GENERAL INFORMATION

- Processing manager: Fabrice BOUTET, Managing Director
- Data protection officer: Damien MONTALAN (dpo@sataski.com)
- The personal data that is processed is stored on the servers of SATA - Alpe d'Huez Domaine Skiable / Les 2 Alpes Domaine Skiable (France) or its suppliers (France or European Union)
- You have the right to access, rectify, erase and transfer the data concerning yourself. You can exercise this right by contacting us:
 - By email: dpo@sataski.com
 - By post: SATA - BP 54 - 38750 ALPE D'HUEZ - FRANCE
- You have the right to register a claim with CNIL if you believe your data protection rights have not been respected

PROCESSING

RT-001: DIRECT SALE OF LIFT PASSES

- Goals of processing: to issue lift passes and to sell associated services
- Mandatory data for the issue of nominative passes (season, annual, 10-day card, Alpe d'Huez Express card, 6-day and longer passes): surname, first name, age, photograph, payment means, pass card, pass type
- Mandatory data for the sale of associated services (insurance, Sarenne Sunset, etc.): address, email address, telephone number
- Optional data: postcode or country of origin (data collected for statistical analysis)
- Data conservation period: 3 years
- Data recipients: sales desk personnel, lift pass technical department

RT-002: MAIL ORDER SALE OF LIFT PASSES

- Goals of processing: to issue lift passes
- Mandatory data for the processing and monitoring of orders: surname, first name, age, address, email address, photograph, payment means, pass card, pass type
- Data conservation period: 3 years
- Data recipients: sales desk personnel, lift pass technical department

RT-003: ON-LINE SALE OF LIFT PASSES

- Goals of processing: to issue lift passes
- Mandatory data for the processing and monitoring of orders: surname, first name, age, title, login information, address, email address, photograph, payment means, bank details (only if deferred payment), pass card, pass type
- Data conservation period: 3 years. In case of deferred payment, bank details are kept until payment, then destroyed
- Data recipients: sales desk personnel, lift pass technical department

RT-004: INTERMEDIATE SALE OF ACCOMMODATION AND SKI PASSES

- Goals of processing: to sale accommodation, lift passes and associated services
- Mandatory data for the processing and monitoring of orders: surname, first name, age, login information, main address, holiday address, email address, photograph, payment means, pass card, pass type
- Data conservation period: 3 years
- Data recipients: sales desk personnel, lift pass technical department

RT-005: LIFT ACCESS CONTROL

- Goals of processing: lift access control and verification of transport ticket ownership
- Data collected: dates and times of access to lifts, photograph at access terminal (on the lifts with this equipment)
- Data used for verification: pass number, age, access terminal photograph
- Data conservation period: transport ticket validity period
- Data recipients: lift personnel, certified inspectors

RT-006: WEBSITE

- Goals of processing: website browsing (cookies), session management, site efficiency evaluation (Google Analytics)
- Data collected:
 - Cookies: acceptance of cookies, redirection to the mobile site, reading of promotional messages
 - Session: surname, first name, age, address, telephone number, email address and login information of users
 - Google Analytics: pages consulted, products consulted
- Data conservation period: 20 minutes for the session, 1 day for cookies
- Data recipients: marketing department

RT-007: COMPILATION OF A CUSTOMER DATABASE

- Goals of processing: compilation of a customer reference system, order history, monitoring of the loyalty programme
- Data collected: surname, first name, age, address, telephone number, email address, pass card, sales history, loyalty points,
- Data conservation period: 3 years
- Data recipients: marketing, sales, after-sales, lift pass technical departments

RT-008: MARKETING OPERATIONS

- Goals of processing: sending newsletters
- Data collected: surname, first name, age, address, telephone number, email address, emailings sent, emailings consulted
- Data conservation period: 3 years
- Data recipients: marketing department

RT-009: SKI LOCKER RENTAL

- Goals of processing: ski locker rental
- Mandatory data for rental: surname, first name, email address, telephone number, payment means, login information (for on-line bookings), date and time of locker booking, locker room location and locker number (automatic allocation)
- Optional data: lift pass card (to enable rapid opening of the locker)
- Data conservation period: 3 years
- Data recipients: sales desk personnel, sales department

RT-011: VIDEO SURVEILLANCE

- Goals of processing: security of assets and personnel
- Data collected: video
- Data conservation period: 30 days
- Data recipients: operations office personnel, lift operators, sales desk managers, certified inspectors

RT-012: SATISFACTION SURVEY

- Goals of processing: sending of the satisfaction survey, feeding the customer database, competition prize draw
- Data collected: surname, first name, age, address, telephone number, email address, country of origin, types of lift pass purchased, type of visit, holiday preparation period, ski area loyalty
- Data conservation period: 3 years
- Data recipients: marketing department

RT-013: EMERGENCY INTERVENTION MANAGEMENT

- Goals of processing: completion of log book, completion of emergency intervention records, invoicing and retrocession
- Data collected:
 - Surname, first name, age, gender, place of birth and contact details of the victim
 - Surname, first name and contact details of accident witnesses
 - Date, time and place of the accident
 - Type and location of injuries
- Data recipients: ski patrols, slope management office, ambulance service and doctors

RT-014: FINE, OUT-OF-COURT SETTLEMENT, REPORT

- Goals of processing: collection of evidence of the infringement, receipt for fixed fine (out-of-court settlement), creation of a report
- Data collected:
 - Evidence of the infringement: any element that proves the infringement (photo, passage information, etc.)
 - Receipt: file number, surname, first name, address, telephone number, email address, description of the infringement, proof of settlement, receipt
 - Report: ID card number, evidence of the infringement, ski pass number, surname, first name, address, telephone number, email address
- Data conservation period:
 - Evidence of infringement: throughout the investigation
 - Receipt and report: 10 years
- Data recipients: certified inspectors

RT-015: CUSTOMER COMPLAINTS AND REFUNDING

- Goals of processing: management of customers' complaints and refunding
- Data collected: surname, first name, address, telephone number, email, ski pass number, address, means of refunding
- Data conservation period: 3 years
- Data recipients: customer service

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