

Colombo Customer service via WhatsApp

In this document you can consult the applicable conditions to the Colombo customer service via WhatsApp as well as legal information regarding the protection of your personal data when resorting to such service:

I. Conditions of service

II. Legal information regarding personal data processing

I. Conditions of service

1. Description

Colombo customer service via WhatsApp is free of charge upon accessing to WhatsApp Business platform and using the telephone number +351 932 500 058. This service is available daily, between 8 am to 24 pm and can be used to clarify any doubts you may have about Centro Colombo, such as stores, schedules, services or marketing campaigns.

2. Rules of operation

By contacting us and proceeding with the conversation the user declares and warrants that he/she is over 18 years of age and agrees to the following conditions of the service:

- Centro Colombo will only answer questions about the functioning of the Centre, such as the opening hours of Centro Colombo and its stores, suggestions of products for sale at Centro Colombo stores, services available to customers, marketing campaigns, gift card and car park operations;
- Centro Colombo will never share any kind of information (including external links) that is not available on www.colombo.pt or directly related with your tenants or marketing campaigns;
- Centro Colombo will refuse to answer questions that are not related to what is referred above as well as interactions that use language considered inappropriate and/or offensive and voice messages;
- After the first WhatsApp interaction with Centro Colombo, the user will receive a welcome message (with the direct link to this document). When proceeding the user is authorizing Centro Colombo to answer the questions;
- At the end of the conversation, Centro Colombo will send a message marking the end of conversation;
- All the information shared with Centro Colombo will be immediately deleted after the end of conversation;

II. Legal information regarding personal data processing

CENTRO COLOMBO- CENTRO COMERCIAL, S.A. (fully identified hereinafter) in its capacity as Controller, provides, pursuant to the GDPR (General Data Protection Regulation; Regulation (EU) 2016/679 of 27 April 2016) and any further legislation on data protection that is applicable (hereinafter, all together, the law), upon collection of personal data and obtaining consent of the data subject for the processing of the same, the following information:

1. Identity and contacts of the Controller	CENTRO COLOMBO- CENTRO COMERCIAL, S.A. , with registered office at Lugar do Espido, Via Norte, parish of Cidade da Maia, municipality of Maia, with a share capital of € 46.211.700,00, registered in Conservatória do Registo Predial/Comercial da Maia under the fiscal and register number 501938966. Contact for the exercise of rights: dataprotection@colombo.pt
2. Contacts of the Data Protection Officer	The Controller has not designated a Data Protection Officer.
3. Purpose of processing	Clarification of doubts regarding the functioning of Centro Colombo.
4. Legal basis for the processing	Consent of the Data Subject.
5. Recipients or categories of recipients of the personal data	Egor Outsourcing – Prestação de Serviços, Organização e Administração de Pessoal, Lda., as Information Desk service supplier. WhatsApp Ireland Limited, WhatsApp communication service provider.
6. Transfer of personal data to third country/international organisation	By using WhatsApp application, you will be sharing with WhatsApp Ireland Limited your personal data, which may be transferred for outside the European Union (EU), namely for the United States of America (USA). The guarantees of protection of personal data in USA may be

	<p>lower than those offered in the EU. You can consult the information about the processing of your personal data in the WhatsApp application, through the following link:</p> <p>https://www.whatsapp.com/legal/privacypolicy?lang=pt_pt</p>
7. Storage period of personal data	<p>The data will be deleted as soon as it is no longer necessary to achieve the purpose of its collection. For your personal data, this is the case once the conversation has ended. For us, the conversation ends when it can be inferred from the circumstances that the facts are finally clarified.</p>
8. Existence of automated decision-making including profiling	<p>Not applicable.</p>

Additional Information:

A – Rights of the Data Subject

- The Data Subject may exercise before the Controller with respect to the personal data concerning him/her and upon verification of the legal conditions, the following rights:
 - Right of access**
 - Right to rectification**
 - Right to erasure (right to be forgotten)**
 - Right to the restriction of processing**
 - Right to object**
 - Right to withdraw consent at any time**
 - Right to data portability**
- The data subject has also **the right to lodge a complaint with a supervisory authority.**

B – Provision of personal data: The communication of personal data in this context does not constitute a legal or a contractual obligation, nor a necessary requirement to enter into a contract; is the data subject is not obliged to provide his/her personal data and if he/she choose

not to provide them he/she should not initiate any conversation through the WhatsApp application with the Controller.

For us to proceed with the service, we appreciate that you reply to the message containing the present conditions by simply writing "**YES**". If you do not reply "YES" or if you do not proceed with the conversation for the following 30 minutes, we will consider that the conversation has ended.