

PERSONAL DATA PROTECTION POLICY

WORLD TABLE TENNIS attaches particular importance, within the framework of its activities, to ensuring the confidentiality of the personal data that it collects and uses, and more widely to the protection of the private life of its customers in particular.

This data protection policy describes the way in which your personal data is collected when you connect and use tickets.wttmontpellier.com. It also informs you about the way your personal data is used and protected by WORLD TABLE TENNIS, the rights you have and how to contact us.

This policy is an important document. We recommend that you read it carefully and check regularly for changes. This policy was last modified in August 2024.

CONTACTS

We welcome your comments regarding this privacy statement. If you feel that our Sites have not adhered to this privacy statement, you may contact our Data Protection Officer at billetterie@wttmontpellier.com and we will use reasonable efforts to promptly determine and remedy the problem.

CONSENT

By registering or filling in a contact form on our sites controlled by WORLD TABLE TENNIS, you agree and accept that WORLD TABLE TENNIS may collect, process, store and/or use the personal data submitted in accordance with the rules set out below.

By giving us your consent, you also retain the right to rectify, the right to be forgotten and/or the right to have your personal data deleted.

COLLECTION OF YOUR PERSONAL INFORMATION

WORLD TABLE TENNIS only collects necessary and relevant information and receives it from you, via our Sites and app.

In certain cases, you communicate personal information directly to us, in particular when you create an account, make a purchase, subscribe to our newsletters or participate in a competition. Among the information you provide us:

- Data enabling us to identify you (surname, first names, date of birth, identity document) Contact data (postal and e-mail address, telephone number)
- Data related to operations carried out on our Sites and Apps (products and tickets purchased, purchase history)
- Payment data (bank details) and information relating to the transaction carried out
- Reviews and comments on our Sites and Apps

In other cases, we collect data by using cookies (For more information, you can consult WORLD TABLE TENNIS cookie policy) and thus better understand how you use our Sites and Apps. Among the personal data we collect automatically and directly from you when you use our services:

- IP address and device identifiers
- Browser or device technical data (name, operating system of your device, preferred language)
- Authentication data (connection and usage logs, IP address, unique identifier)
- Browsing data (Sites or Apps visited, last pages viewed, advertisements clicked, products searched for, duration of visit, products placed in your shopping cart, etc.)

We also have information on the persons designated as beneficiaries of access to a sporting event or an event organised by WORLD TABLE TENNIS. The information concerning them will not be used for any other purpose.

PROTECTION OF CHILDREN'S PERSONAL INFORMATION

Our Site does not voluntarily collect personal information from children.

We encourage parents to educate their children about the protection of their privacy and the way they communicate on the Internet.

In addition, we comply with legal requirements and do not allow children under the age of 16 to register on our Sites and Apps. Thus, we will request the agreement of their legal representatives when creating an account via the Sites or Apps or for their participation in the promotional operations carried out by WORLD TABLE TENNIS (notably competitions).

USE OF YOUR PERSONAL DATA - PURPOSES OF PROCESSING

WORLD TABLE TENNIS uses your personal data in order to :

- Inform you about all events related to WORLD TABLE TENNIS
- Provide you with the products and services you have requested
- Process and follow up your order, including the delivery of the product
- Communicate with you about the purchase, the event you are attending
- Answer your questions, solve your problem, get your feedback
- Register your participation in a competition, a forecast, a survey
- To manage the payment of your purchases

We may also process data for purposes other than the strict performance of the contract, subject to ensuring that we have a legitimate interest in doing so. The purposes for which we may process your data (including data sharing) are

- Organising direct marketing and sales promotion operations
- To plan and organise any logistical or operational matters relating to the organisation of WORLD TABLE TENNIS matches (including those relating to communications with ticket holders, venue operations, transport plans and general promotional and marketing operations relating to the tournament)
- To carry out studies and statistics in order to improve your experience
- Analyze product and service usage to improve our offerings
- Identify and correct bugs that may occur on our Sites and Apps to ensure proper operation
- To protect you from fraudulent transactions or embezzlement
- To ensure the defence of our rights to legal defence and the management of litigation
- To ensure the exercise of your rights.

We also process your data, within the limits of and in compliance with the provisions of Article L. 332-1 of the French Sports Code, for the purpose of ensuring the safety of sporting events by refusing or cancelling, where applicable, the issue of access tickets to these events or access to persons who have contravened or are contravening the provisions of the general terms and conditions of sale or of the internal regulations relating to the safety of these events.

If you consent, we will send you marketing communications and news about products, services and events managed by WORLD TABLE TENNIS.

ACCESS TO YOUR PERSONAL DATA

WORLD TABLE TENNIS may transfer your personal data to

- Service providers insofar as they intervene for the supply of a product or service, by the postal and delivery services for example;
- Payment service providers who handle payment transactions and appropriate checks;
- Third parties providing IT services to us, such as platform providers, hosting services, technical support for our software and applications that may contain your data, data analysis, email distribution;
- Service providers associated with the organisation of events organised by WORLD TABLE TENNIS, including those in charge of access and security within the events;
- The administrative, judicial and supervisory authorities, when this communication is required by law.

On the other hand, no data concerning you will be transferred to partners for marketing or commercial prospecting purposes without your express prior agreement.

WORLD TABLE TENNIS also ensures that its partners and service providers, intervening within the framework of the provision of services, comply with the principles of the regulations in force.

CONSERVATION OF DATA

Your personal data will be kept for as long as necessary to achieve the purposes set out in this Policy, within the limits of the legal deadlines. This means that we will retain your personal data for as long as you log in from one of our Sites or Apps within the last three years.

In the event of a purchase on our ticketing site or shop and participation in an event linked to WORLD TABLE TENNIS, your personal data is kept for a longer period in order to comply with our legal obligations and to ensure our rights of defence within the limit of five years following the end of the relationship.

TRANSFER OF YOUR PERSONAL DATA OUTSIDE THE EU

Your data may be processed outside the European Union. In this case, we take the necessary steps with regard to our service providers to guarantee an adequate level of protection for your data in accordance with the regulations in force.

If the service providers concerned are not located in a country whose legislation is considered to offer adequate protection, they will have signed the European Commission's "standard

contractual clauses" or will be subject to binding internal rules approved by the supervisory authorities in matters of personal data protection.

SECURITY OF YOUR PERSONAL DATA

To protect your data, we put in place appropriate organisational and technical measures. In general, we endeavour to protect personal data taking into account the sensitivity of the information involved and the potential risks involved in processing and its implementation. We take all reasonable steps to ensure the confidentiality, integrity, availability and resilience of your data. We also ensure that your data is stored in information systems with an appropriate level of security, with access protected, restricted and recorded.

We enter into strict confidentiality agreements with all persons involved in processing data on our behalf. We also ensure that all staff and data processors comply with all data protection regulations and are committed to keeping the data they process confidential.

If you believe that your personal data is being used inappropriately by third parties, please inform us immediately by e-mail at billetterie@wttmontpellier.com

YOUR RIGHTS TO DATA PROTECTION

In accordance with the regulations, you have the following rights:

- Right of access - allowing you to obtain information about the processing of your personal data and a copy thereof;
- Right of rectification - allowing you, if your personal data is inaccurate, to request that it be amended accordingly; If you have an account, it is easy to amend your data via the 'My Account' function.
- Right to erasure/right to be forgotten - allowing you to have your personal data erased or deleted;
- Right to restriction - allowing you to request the restriction of the processing we carry out on your data;
- Right to portability - allowing you to obtain an electronic copy or transfer of your data from our database to another;
- You can also give us instructions on how to store, delete or disclose your data in the event of your death and who will be responsible for this.

These rights are not absolute, but are exercised under the conditions and within the limits set by the regulations.

If you have consented to receive commercial solicitations by electronic means or to receive our newsletters, you may unsubscribe by simply clicking on the unsubscribe link contained in any email or communication we send you. You also have the right to disable cookies.

If you are the legal guardian of a child under the age of 16 and believe that your child has provided us with information without your consent, you may contact us at the contact address below to have us delete that information and close their account if appropriate.

EXERCISING YOUR DATA PROTECTION RIGHTS

You may exercise your rights at any time at the following address:
billetterie@wttmontpellier.com

Your request must be accompanied by a photocopy of proof of identity (national identity card or passport, resident card, residence permit or travel permit issued by the French State or European Union identity card). A reply will be sent to you by the department concerned within one month of receipt of your application.

If you wish, and in accordance with the regulations, you may lodge a complaint with the CNIL according to the procedures indicated on its website (www.cnil.fr).

SECURITY OF YOUR PERSONAL INFORMATION

WORLD TABLE TENNIS attaches the highest importance to the security and integrity of the personal data of its stakeholders.

Thus, and in accordance with the applicable regulations, WORLD TABLE TENNIS undertakes to take all necessary precautions to preserve the security of the data and in particular to protect it against any accidental or illicit destruction, accidental loss, alteration, distribution or unauthorised access, as well as against any other form of illicit processing or communication to unauthorised persons.

Despite all the measures taken, a security breach is always possible. This is why, in the event of a security breach affecting you, WORLD TABLE TENNIS undertakes to inform you as soon as possible and to make its best efforts to take all possible measures to neutralise the intrusion and minimise its impact. In the event that you suffer damage due to the exploitation of a security breach by a third party, WORLD TABLE TENNIS undertakes to provide you with all the necessary assistance so that you can assert your rights. It should be kept in mind that any user, client or any other third party discovering a security breach and exploiting it is exposed to penal sanctions and that WORLD TABLE TENNIS will take all measures, including filing a complaint and/or taking legal action, to preserve the data and rights of its users and its own and to limit the impact as much as possible.

CHANGES TO THIS PRIVACY STATEMENT

Regulations and practices change over time. Therefore, we reserve the right to make changes to the Privacy Policy at any time to adapt it to these changes.

In this context, the Personal Data Protection Policy will be republished on our Sites and Apps for you to read directly.