

## PRIVACY POLICY

### 1. Head of Data Processing

**Aena S.M.E., S.A.:**

Address: Peonías, 12, 28042 Madrid, Madrid. C.I.F: A86212420

Aena S.M.E, S.A. is listed in the Commercial Registry of Madrid, Volume 28,806, Folio 211, Section 8, Sheet M-518648.

Email address of Data Protection Officer: [dpd@aena.es](mailto:dpd@aena.es)

### 2. Privacy Policy and protection of personal data

In accordance with the provisions of current Personal Data Protection regulations and, in particular, in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, and Constitutional Law 3/2018, of December 5, Protection of Personal Data and guarantee of digital rights, we inform you that the possible personal data that you provide or that can be collected through Cookies through this website will be processed by Aena SME, S.A., with the purposes that we proceed to indicate, as follows:

- By completing the “Parking Reservations” process, the data you provided will be processed for the purpose of managing the parking space reservation you make through our website, processing based on the execution of a contract.
- Sending surveys regarding the Aena services enjoyed by the customers and, thus, identifying their degree of satisfaction, based on Aena's **legitimate interest** in knowing the opinions of its customers and taking them into consideration for the improvement of its services. You can oppose this processing or request additional information about it through the channels provided for this purpose in this policy.
- We will process your data to complete an Anonymisation process, justified by our **legitimate interest**, to obtain aggregate, anonymous data that will then be used for statistical or other legitimate business purposes. You can oppose this processing or request additional information about it through the channels enabled in this policy
- Sending of electronic marketing communications to inform you about advantages that can be obtained from the products and/or services provided by Aena which are similar to those hired by you. This processing is based on Aena's **legitimate interest** in providing said information, to which you may object or request more information on the processing through the channels enabled for that purpose in this policy.
- Sending of electronic marketing communications to inform you about other products and/or services of Aena's airport management different to those already hired, such as VIP Services etc. This processing is based on your express consent when ticking the corresponding box, which you may revoke at any time through the channels enabled for that purpose in this policy.
- Without the transfer of your data to third parties-, the sending of electronic marketing communications by Aena, such as promotions and discounts from Airport stores or third party companies with which Aena collaborates, in the following sectors: Automotive and vehicle rental, travel agencies, tourism,

airlines, restaurants, textiles, fashion, beauty and cosmetics, financial and insurance, press and magazines, gaming and betting. The processing is based on your express consent, which can be revoked at any time by using the channels provided for this purpose in this policy.

Your data will be communicated to your bank, in order to process the payment of the contracted services, as well as, where applicable, to your business or company, in the cases where that entity is the contractor of the service you receive, where such processing is legitimate for the execution of the signed contract.

Furthermore, in the event that a payment is not processed within the time limit stated, and the requirements laid out in the legislation are not met, data relating to outstanding payments may be communicated to files relating to a breach of monetary obligations.

In the event of requesting a service at the Región de Murcia International Airport, your data will be communicated to Aena Sociedad Concesionaria del Aeropuerto Internacional de la Región de Murcia S.M.E., S.A., a subsidiary of Aena, which manages the aforementioned airport, for the provision of the service.

No further communications or international transfers of data are expected, unless required by law.

The data will be retained for the duration of your status as a customer, as well as for the duration of the relevant legal periods in order to address any possible claims and responsibilities that arise from the processing

Any interested party has the right to obtain confirmation about the existence, or lack thereof, of the processing of their personal data. Moreover, the General Data Protection Regulation stipulates the interested party has rights to:

- Access your data
- Request correction or deletion of your data
- Request a restriction of the processing of your data
- The portability of your data
- Oppose the processing of your data

Your requests will be answered as soon as possible and, in any event, within one month of receipt of your request. This period may be extended by another two months if necessary, taking into account the complexity and the number of requests. Aena will inform the interested party of the extension within one month of the request.

The user has the right to withdraw their consent to marketing communication at any time, without affecting the management of the contracted service. By clicking the unsubscribe link in the notification received or by sending an email with the subject line "Unsubscribe from Commercial Communications" to [ocpd@aena.es](mailto:ocpd@aena.es).

To exercise the recognised rights, the interested party may send an email to [ocpd@aena.es](mailto:ocpd@aena.es), write to Calle Peonías 12, 28042, Madrid or do so on the Telematic Services Portal (<https://serviciostelematicos.aena.es>).

If you have any questions or concerns, please email our Data Protection Officer at: [dpd@aena.es](mailto:dpd@aena.es).

The user has the right to submit a claim to the Spanish Data Protection Agency (AEPD) as the supervisory and control authority regarding data protection in Spain.

### **3. Modification of these conditions and warnings**

Aena reserves the right to modify the present Privacy Policy. Aena may modify these conditions by informing the users, a requirement that both parties specifically agree is met by the publication of variations through the Aena [www.aena.es](http://www.aena.es) website, or through any other Aena point of communication.

If the user does not agree, they may cancel their reservation in accordance with the terms of sale of this service.

In the event of discrepancies between the contents of this document and the Spanish version, the information provided in the Spanish document shall prevail.