

## COOKIE POLICY

Pestana Management - Serviços de Gestão S.A., a public limited company with its headquarters at Rua Jau, No. 54, 1300 - 314 Lisbon, registered at the Lisbon Commercial Registry Office under the unique registration number and legal entity number 511230397, and Intervisa - Viagens e Turismo Unipessoal, Lda, a public limited company with its headquarters at Rua Jau, No. 54, 1300 - 314 Lisbon, registered at the Lisbon Commercial Registry Office under the unique registration number and legal entity number 502669152 (hereinafter, "**Pestana Hotel Group**" or "**Controllers**"), provide the Website <https://www.pestanacarltonmadeira.com> (hereinafter, the "**Pestana Domain**" or "**Website**"), acting as the data controllers for the processing of personal data for the data processed under this Cookie Policy.

The Controllers use Cookies to ensure that the Website remains safe and that the features made available can work properly and fully. This Cookie Policy (hereinafter, the "**Cookie Policy**" or "**Policy**") regulates the collection, storage, and use of Cookies and the processing of information collected through Cookies in this Website. This Policy should, whenever necessary, be supplemented by the applicable legislation governing the matters herein.

Note that this Policy is not applicable to third party websites that can be accessed through links available on the Website. Additionally, this Policy does not regulate the processing of data carried out by third parties when they obtain data through the Cookies installed. These data processing operations are the responsibility of the third parties who collect them.

Users may, at any time, change and manage their preferences regarding the use of Cookies on the Website, through the cookie management tool made available in Section 6 (Security, management and blocking of Cookies).

Certain Cookies may allow for the identification of the user and, therefore, the Website, depending on which permissions you grant them, may collect and process personal data. Taking this into account, users should read the Privacy Policy available [here](#), which provides further information and complements this Cookie Policy.

### 1. What are Cookies?

Cookies are small information files, usually in html format, stored by a website in your equipment (computer, laptop, smartphone, tablet, etc.). All Cookies and other tracking

technologies, such as tags, pixel tags, web beacons, user IDs or other technological forms that may be developed, are regulated by this Policy (jointly, “**Cookies**”).

On each visit to the Website, your internet browser permits access to the Cookies installed on your equipment, allowing the recognition and memorization of your digital identifier (when applicable), as well as the immediate activation of your usage preferences. These Cookies will only be placed on your device with your express and opt-in consent, except in the case of necessary Cookies which are required for the Website to work.

Regarding necessary Cookies, users may delete them or set up their device to ensure that they are automatically blocked according to the instructions provided under Section 6 (Security, management and blocking of Cookies).

## 2. What are Cookies used for?

Cookies may be used to ensure that the Website’s essential features remain in working order, to improve its performance.

The specific use of Cookies carried out by the Website is described throughout this Policy.

## 3. For which purposes do we use Cookies?

The Website only uses Cookies that are strictly necessary.

These Cookies are crucial to the basic functions of the Website, since it will not function as intended without them.

These Cookies do not store any personally identifiable data.

Please see the table below for more detailed information regarding the necessary Cookies we use, their functionality and their duration.

Cookie	Retention	Description
34df9578e58e13f5bb03d8225d448be0	The duration of the cookie corresponds to the duration of the user session and is deleted after interaction with the banner.	Cookie required to provide the Cookie banner on the Website.

	<p>By clicking on the banner button, the banner is no longer visible and the respective cookie is no longer present on the website.</p>	
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#### 4. Who is the entity responsible for placing the Cookies?

Each Cookie has a domain name associated with it, and may be classified, with respect to its origin, by the following categories:

- **First party Cookies:** managed and stored by the domains of the Controller.
- **Third party Cookies:** Cookies placed on the user's device through a domain or device managed by a third party whose content or technological solution is integrated within the Website. In this case, the third party may process data collected through Cookies and Pestana Hotel Group may be unable to configure/change the Cookies' operation.

In the case of this Website, there is only one first party Cookie.

#### 5. Cookie duration

The duration of the cookie corresponds to the duration of the user session and is deleted after interaction with the banner.

#### 6. Security, management and blocking of Cookies

Given that Cookies may be intercepted or altered, the following security actions are taken:

- Sensitive information such as passwords or personal data used for the purpose of account creation and research of career opportunities, such as application data for a job opportunity;
- Unsecured orders (HTTP) are not sent when Cookies are sent to the browser in plain text and may be intercepted

Since the Controllers only uses Cookies that are strictly necessary for the Website to function, it does not have an option to choose and manage the Cookies used.

Alternatively, most browsers allow users to control, through their settings, the Cookies that are stored on their device and to review which Cookies are used, deleting them immediately if they no longer want to allow Cookies to be stored. Users can also change their browser settings to disable the storage of Cookies or to notify them whenever a new cookie is set:

- For more information regarding "Private Browsing" and cookie management on Google Chrome, click [here](#);
- For more information regarding "Private Browsing" and cookie management on Microsoft Edge, click [here](#);
- For more information regarding "Private Browsing" and cookie management on Firefox, click [here](#);
- For more information regarding "Private Browsing" and cookie management on Internet Explorer, click [here](#);
- For more information regarding "Private Browsing" and cookie management on Opera, click [here](#);
- For more information regarding "Private Browsing" and cookie management on Safari, click [here](#).

## **7. Changes to the Policy**

The Controllers may, at any time, without prior notice, amend, update, or delete, in part or in whole this Cookie Policy. If changes are deemed relevant, the Controllers will invite the users to read again this Cookies Policy.

*Last amended: 20<sup>th</sup> June 2023*