



PRIVACY POLICY AND DATA PROTECTION COMPLETE Privacy Policy

1.- GENERAL INFORMATION

This "Privacy and Data Protection Policy" has the purpose of making known the conditions that apply to the collection and handling of personal data by our entity or corporate group, to ensure fundamental rights, honour and liberties, all in compliance with the regulations in force to regulate personal Data Protection according to the European Union and the Spanish state.

In accordance with these regulations, we require your authorisation and consent for the collection and processing of your personal data. Below we indicate all the details of interest regarding how we perform these processes, their purposes, which other entities may have access to your data and your rights. Once our Data Protection Policy has been read and reviewed, it is essential that you accept it as proof of your agreement and consent.

2.- HANDLING OF YOUR DATA

Who collects and handles your data?

The person in charge of processing your data is the person, of a public or private nature, or administrative body, who -alone or jointly with others- determines the purposes and means of processing personal data; in the event that the aims and means of the handling are determined by the Law of the European Union or the Spanish state.

In this case, our identifying data as the entity Responsible for the handling of data are the following:

Valencia Club de Futbol S.A.D - CIF A46050217

How can you contact us?

Our offices:

Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain

Email: lopd@valenciacf.es - Telephone: 96 337 26 26

Postal address:

Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain

Who can help you with our Data Protection Policy?

There is a person or entity available to us specialised in Data Protection, who is in charge of ensuring correct compliance with current rules and legislation. This person receives the name of Data Protection Delegate (DPO) or Head of Data Protection. If required, they can be contacted via:

Valencia Club de Futbol S.A.D - CIF A46050217

Email: lopd@valenciacf.es - Telephone: 96 337 26

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3.- SECURITY MEASURES

What do we do to guarantee the privacy of your data?

Our corporate entity or group adopt the necessary organisational and technical measures to guarantee the security and privacy of your data, to avoid its alteration, loss, unauthorised handling or access, depending on the state of the technology, the nature of the data stored and the risks to which they are exposed.

Among others, the following measures are in place:

1. Guarantee the permanent confidentiality, integrity, availability and resilience of the handling systems and services.
2. Restore the availability and access to personal data promptly, in the event of physical or technical incidents.
3. Verify, evaluate and assess, on a regular basis, the effectiveness of the technical and organisational measures implemented to guarantee the safety of the handling.
4. Encrypt personal data, in the event that it be sensitive data.

4.- PURPOSES OF DATA HANDLING

Why do we want to handle your data?

We need your authorisation and consent to collect and process your personal data. Below we detail the intended uses and purposes for this. We will carry out only those measures that you have authorised through the "Consent Form" for the consent of data processing.

Season ticket management: Client / supplier, accounting, tax and administrative management. Participation in draws and promotions. Marketing, advertising and commercial prospecting. Management of the requested data for the participation and follow-up of draws and promotions carried out by the Club for delivery by email. Marketing, advertising and commercial prospecting

Handling of participation in events and promotions: Marketing, advertising and commercial prospecting. Attendance at events and/or promotions carried out by the Club in order to promote the image of the Club.

Shareholder handling: Client/supplier, accounting, tax and administrative management

Management of registered users of the VCF APP: Profile analysis; Marketing, advertising and commercial prospecting; Electronic commerce.

Management of people registered on the website, online store, applications or similar, in order to allow them access to and use of services, contact, support and resolve incidents. Sending of Push notifications, SMS, and electronic or other media.

Job vacancies: Personnel selection

Supplier management: Customer/supplier, accounting, tax and administrative management.

Website consultations: Response to queries received through the electronic form available on the website.

Social networks: Share information on Social Networks. Publish both photographic and audiovisual images obtained from their participation or attendance at events or sports activities carried out by the entity.

Subscriber management: Marketing, advertising and commercial prospecting.

Management and booking of travel and travel requests: Management of associated, cultural, recreational, sports and social activities. Use of necessary data so that the Club may manage and processe the necessary information when the interested party requests the reservation of trips related to Valencia CF teams,

User management: Electronic commerce



For how long do we keep your data?

We use your data for the time strictly necessary to fulfill the purposes indicated above. Unless there is an obligation or legal requirement, the expected conservation periods are:

Management of season ticket holders: As long as deletion is not requested by the interested party.

Participation in Draws and Promotions: As long as deletion is not requested by the interested party.

Management of delivery by email: As long as deletion is not requested by the interested party.

Management of participation in Events and Promotions: As long as deletion is not requested by the interested party.

Shareholder Management: As long as deletion is not requested by the interested party.

Handling of registered users of the VCF APP: As long as deletion is not requested by the interested party.

Job vacancies: For a period of 1 year from the last confirmation of interest.

Handling of suppliers: For a period of 5 years from the last confirmation of interest.

Website Consultations: For a period of 1 year from the last confirmation of interest

Social networks: As long as deletion is not requested by the interested party.

Handling of Subscribers: As long as deletion is not requested by the interested party

Management, attention and reservation of travel and travel requests: As long as the commercial relationship is maintained. The personal data accessed by virtue of the relationship with the CLUB will be handled as long as they are accurate for the management of the purposes stated. In this sense, the CLUB will keep personal data once its relationship with you is duly blocked, during the prescription period for shares that may arise from the relationship maintained with the interested party. Once blocked, your data will be inaccessible to the CLUB, and will not be handled by it, except for making it available to Public Administrations, Judges and Courts, for the attention of possible responsibilities arising from the handling, as well as for the exercising and defense of claims made before the Spanish Data Protection Agency. Finally, so long as he consent for this purpose has not been withdrawn, the CLUB will keep the data in order to keep the shareholder updated about Valencia CF products, events and services that may be of interest.

User management: For a period of 5 years from the last confirmation of interest.

5.- LEGITIMATION OF HANDLING

Why do we handle your data?

The collection and processing of your data is always legitimised by one or several legal bases, which are detailed below:

Season ticket holder management: Existence of a contractual relationship with the interested party through a contract or pre-contract.

Participation in Draws and Promotions: Legitimate interest of the person in charge of data handling or third parties. Compliance with legal obligations in order to process and manage their participation in draws and/or promotions from the entity.

Management of deliveries by email: Explicit consent of the interested party.

Management of participation in Events and Promotions: Explicit consent of the interested party.

Shareholder Management: Explicit consent of the interested party.

Management of registered users of the VCF APP: Explicit consent of the interested party.

Job Opportunities: Explicit consent of the interested party.

Management of suppliers: Existence of a contractual relationship with the interested party through a contract or pre-contract.

Website consultations: Explicit consent of the interested party.

Social networks: Explicit consent of the interested party.

Subscriber management: Explicit consent of the interested party.

Management and booking of travel and travel requests: Legitimate interest from the person in charge of data handling or third parties.



User management: Explicit consent of the interested party.

6.- RECIPIENTS OF YOUR DATA

To whom do we give your data within the European Union?

On occasion, in order to comply with our legal obligations and our contractual commitment to you, we are faced with the obligation and need to provide some of your data to certain categories of recipients, which we specify below:

Management of participation in Events and Promotions. Sponsoring entities.

Supplier management: Tax Administration; Banks, savings banks and rural savings banks.

Social networks. Entities that provide social network services.

Management and reservation of travel and travel requests: Public administrations with competence in the matter; In addition to the categories of recipients to whom data is transferred, we may also assign them to the following organisations (they will only appear if data is transferred to other organisations):

Do we carry out International Transfers of your data outside the European Union?

In the process of processing your data undertaken by our entity, we need to contract external services that may require that your data is stored and/or processed by organisations that are established in or operate from outside the European Union, meaning that we make international transfers of data.

We indicate below all the details of these international transfers, (they only appear if transfers have been made):

Participation in Draws and Promotions

Microsoft Ireland Operations Ltd (Microsoft Azure) - Ireland

Level of guaranteed protection: Decision of suitability from the EU Commission

Category of guarantees: Agreements of specific suitability and connections

- Privacy Shield.

Redes sociales

Facebook, Inc - USA

Level of guaranteed protection: Adequate Guarantees

Category of guarantees: Guarantees approved by the Controlling Authority

- Data Protection certification or seal.

Google Inc - USA

Level of guaranteed protection: Adequate Guarantees

Category of guarantees: Guarantees approved by the Controlling Authority

- Data Protection certification or seal.

Twitter, Inc - USA

Level of guaranteed protection: Adequate Guarantees

Category of guarantees: Guarantees approved by the Controlling Authority

- Data Protection certification or seal.

7.- ORIGINS AND TYPES OF DATA HANDLED

From where do we obtain your data?

Handling of season ticket holders

- SEASON TICKET HOLDERS: The interested party or their legal representative

Participation in Draws and Promotions

SEASON TICKET HOLDERS: The interested party or their legal representative

SHAREHOLDERS: The interested party or their legal representative

MEMBERS: The interested party or their legal representative

FANS/FOLLOWERS: The interested party or their legal representative



CONTACTS: The interested party or their legal representative

- **COLLABORATORS:** The interested party or their legal representative

Handling of participation in events and promotions

- **SEASON TICKET HOLDERS:** The interested party or their legal representative
- **SHAREHOLDERS:** The interested party or their legal representative
- **MEMBERS:** The interested party or their legal representative

- FANS/FOLLOWERS : The interested party or their legal representative
- CONTACTS: The interested party or their legal representative
- COLLABORATORS: The interested party or their legal representative
- VISITORS: The interested party or their legal representative
- PARTICIPANTS: The interested party or their legal representative

Handling of Shareholders

- SHAREHOLDERS: The interested party or their legal representative

Handling of registered users of the VCF APP

- Registered users: The interested party or their legal representative

Job Opportunities

- Employment candidates: The interested party or their legal representative

Handling of suppliers

- Suppliers: The interested party or their legal representative

Website consultations

- Website contacts: The interested party or their legal representative

Social media

- Social media followers: The interested party or their legal representative

Handling of subscribers

- Subscribers: The interested party or their legal representative

Handling of users

- Registered users: The interested party or their legal representative

What types of data are gathered and handled?

Handling of SEASON TICKET HOLDERS

- Purposes:
 - Handling of fiscal and administrative information for clients/suppliers
- SEASON TICKET HOLDERS
 - Identifying data
 - Email address Postal
 - addressImagen
 - NIF/NIE/Passport
 - Name and surnames
 - Telephone
 - Personal characteristics
 - Age
 - Date of Birth
 - Place of Birth

Participation in Draws and Promotions

- Purposes:
 - Marketing, publicity and commercial prospection
- SEASON TICKET HOLDERS
 - Identifying data
 - Email address Postal
 - address
 - Image

- - - NIF/NIE/Passport
 - Name and surnames
 - Telephone
 - Personal characteristics
 - Age
 - Date of Birth Place of Birth
- SHAREHOLDERS
 - Identifying data
 - Email address Postal address
 - Image
 - NIF/NIE/Passport
 - Name and Surnames
 - Telephone
 - Voice
- FANS/FOLLOWERS
 - Identifying data
 - Email address Postal address
 - Name and surnames
 - Telephone
- CONTACTS
 - Identifying data
 - Postal address
 - Email address
 - Telephone
 - Name and Surnames
- COLLABORATORS
 - Identifying data
 - Email address Postal address
 - Image
 - NIF/NIE/Passport
 - Name and surnames
 - Telephone

Handling of deliveries by email.

- Purposes:
 - Marketing, advertising and commercial prospection

Handling of participation in events and promotions

- Purposes:
 - Marketing, advertising and commercial prospection
- SEASON TICKET HOLDERS
 - Identifying data

- - - Email address Postal address
 - Imagen
 - NIF/NIE/Passport
 - Name and surnames
 - Telephone
 - Personal characteristics
 - Age
 - Date of Birth Place of Birth
- SHAREHOLDERS
 - Identifying data
 - Postal address
 - Email address Image
 - NIF/NIE/Passport
 - Name and surnames
 - Telephone
 - Voice
- FANS/FOLLOWERS
 - Identifying data
 - Email address Postal address
 - Name and surnames
 - Telephone
- CONTACTS
 - Identifying data
 - Email address Postal address
 - Name and surnames
 - Telephone
- COLLABORATORS
 - Identifying data
 - Email address Postal address
 - Image
 - NIF/NIE/Passport
 - Name and surnames
 - Telephone
- VISITORS
 - Identifying data
 - Image
- PARTICIPANTS
 - Identifying data
 - Email address Postal address
 - Image

- - - NIF/NIE/Passport
 - Name and surnames
 - Telephone
 - Voice
 - Video

Handling of SHAREHOLDERS

- Purposes:
 - Handling of clients/suppliers, accounting, fiscal and administrative means
- SHAREHOLDERS
 - Identifying data
 - Postal address
 - Email address Image
 - NIF/NIE/Passport
 - Name and surnames
 - Telephone
 - Voice
 - Personal characteristics
 - Age
 - Date of Birth
 - Social Circumstances
 - Membership of clubs and associations

Handling of VCF APP registered users

- Purposes:
 - profile analysis
 - Marketing, publicity or commercial prospection
 - E-Commerce
- Registered users
 - Identifying data
 - Name and surnames
 - Email address
 - Telephone

Job Opportunities

- Purposes:
 - Personnel selection
- Employment candidates
 - Identifying data
 - Name and surnames
 - Postal address
 - Email address
 - Telephone
 - Academic and professional
 - Titles
 - Educational history
 - Professional experience
 - Personal characteristics
 - Civil status
 - Sex
 - Nationality
 - Native language
 - Date of Birth
 - Social circumstances
 - Licences, permits and authorisations
 - Employment details
 - Profession
 - Employment history

Handling of suppliers

- Purposes:
 - Handling of accounting, fiscal and administrative clients/suppliers.
- Suppliers
 - Identifying data
 - Name and surnames
 - Postal address
 - NIF/NIE/Passport
 - Email address
 - Telephone
 - Economic, financial and insurance details
 - Bank details
 - Transactions for services
 - Financial transactions

Website consultations

- Website CONTACTS
 - Identifying data
 - Name and surnames
 - Email address
 - Telephone

Redessociales

- Purposes:
 - Compartir información en Redes Sociales
- SEGUIDORES RRSS
 - Identifying data
 - Name and surnames
 - Email address

Handling of subscribers

- Purposes:
 - Marketing, publicity and commercial prospection
- Suscribers
 - Identifying data
 - Name and surnames
 - Email address
 - Telephone

Handling and booking of travel requests

- Purposes:
 - Handling of associated, cultural, sporting and social activities

Handling of users

- Purposes:
 - E-Commerce
- Registered users
 - Identifying data
 - Name and surnames
 - Email address
 - Telephone

8.- RIGHTS FOR INTERESTED PARTIES

What are the rights that protect them?

Current Data Protection law protects with a series of rights in relation to the use made of your data. Each and every one of your rights are personal and non-transferable, meaning they can only be used by the owner of the data, subject to prior checking of their identity.



Below we list the rights that correspond to you:

- Request ACCESS to your personal data
- Request RECTIFICATION of your data
- Request the SUPRESIÓN or deletion of your data (right to ‘forget’)
- LIMIT or OPPOSE the use that we make of your data
- Right to TRANSFER your data in cases of telecommunications or internet services.
- Right to REMOVE your consent at any time
- Right to present a COMPLAINT regarding Data Protection to the Controlling Authority: Spanish Data Protection Agency.

How can I exercise my rights in relation to my data?

To exercise your rights of access, rectification, suppression, limitation or opposition, transfer and withdrawal of consent, you may act in the follow way:

Handling of SEASON TICKET HOLDERS

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es

Participation in Draws and Promotions

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es

Handling of delivery by email.

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es

Handling of participation in Events and Promotions

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es

Handling of SHAREHOLDERS

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es

Handling of usuarios registrados APP VCF

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es
- Website: <http://www.valenciacf.com>

Job Opportunities

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lopd@valenciacf.es
- Website: <http://www.valenciacf.com>

Handling of suppliers

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lop@valenciacf.es
- Website: <http://www.valenciacf.com>

Website consultations

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lop@valenciacf.es
- Website: <http://www.valenciacf.com>

Social media

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lop@valenciacf.es
- Website: <http://www.valenciacf.com>

Handling of subscribers

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lop@valenciacf.es
- Website: <http://www.valenciacf.com>

Handling of booking requests for travel

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lop@valenciacf.es
- Website: <http://www.valenciacf.com>

Handling of users

- Responsible party: Valencia Club de Futbol S.A.D
- Address: Plaza del Valencia Club de Futbol N°2. 46010, Valencia (Valencia), Spain
- Telephone: 96 337 26 26
- E-mail: lop@valenciacf.es
- Website: <http://www.valenciacf.com>

How can I present a complaint?

Besides the corresponding rights, if you believe that your data is not being gathered or treated according to the current Data Protection laws, you may make a complaint to the Controlling Authority, whose contact details are:

Agencia Española de Data Protection
C/. Jorge Juan, 6. 28001, Madrid (Madrid), Spain
Email: info@agpd.es - Telephone: 912663517
Web: <https://www.agpd.es>

9.- CONSENT AND ACCEPTANCE

Accepting this document indicates that you understand and accept all clauses of our privacy policy, authorizing the gathering and handling of your personal data in these terms. This acceptance is made through the signing of the ‘Consent and Authorisation form for the handling of data.’