



## Principles for Processing and Protecting Personal Data

### 1. Our commitment

This document translates our commitment to (i) communicate in a transparent manner which personal data we process and under what conditions; (ii) protect the safety and privacy of personal data; (iii) provide the right mechanisms for the data subjects to exercise their rights; (iv) abide by the provisos of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 - General Data Protection Regulation (GDPR) – and remaining applicable legislation, including Portuguese legislation that complements the GDPR.

If you are our Customer, potential Customer, or in any other way in a relation with the “Grupo ETE”, providing us with your personal data, or if you use our websites (Customer), we recommend reading this document, the data protection and privacy page on our website and the Terms and Conditions of our products and services.

### 2. Who we are

All references herein to “Grupo ETE”, “we”, “our”, include Ocean Horse, Atlanport, Aveiport, CV Interilhas, ETE, ETE Colômbia, ETE Fluvial, ETE Logística, ETE Logística de Cabo Verde, ETE Logística de Moçambique, ETE SGPS, ETE Logistixx, ETG, Manicargas, Mareaçor, Marfrete, Marfrete Açores, Marfrete Porto, Navalprime, Navaltagus, Navex, Navex Cabo Verde, Portsines, S&C, Sofrena, TCGL, Transinsular, Transinsular Açores, Transinsular Cabo Verde, Transinsular Madeira, Transportes Sousa Mendes, TSA e Vieira & Silveira.

Each of the entities referred, is the **Controller** of the personal data of respective Customers and Employees and who, in that capacity, decides which data must be collected, the processing means and the purposes for which they are processed.



## 2.1 Contact Information:

Ocean Horse – Operações Marítimas e Portuárias, S.A.

Largo do Corpo Santo, 21

1200-129 Lisboa – Portugal

Phone: +351 211 128 000

Email: [dpo@ete.pt](mailto:dpo@ete.pt)

“Grupo ETE” has a Data Protection Officer (DPO) who (i) monitors data processing compliance with the applicable regulations, (ii) is one of its contacts for clarifying questions related to data processing, (iii) cooperates with Comissão Nacional de Proteção de Dados (CNPd), the Portuguese Data Protection Authority, in its capacity as a supervisory authority, and (iv) provides information and advises “Grupo ETE” or the processors on their obligations within the scope of privacy and data protection.

## 2.2 Contact Information of the Data Protection Officer:

Data Protection Officer

Largo do Corpo Santo, 21

1200-129 Lisboa – Portugal

Phone: +351 211 128 000

Email address: [dpo@ete.pt](mailto:dpo@ete.pt)

## 3. Which data we collect and process

Basically, personal data means any information that (regardless of its nature or media) directly or when combined with other data, could identify a natural person.

The following table presents the main categories of personal data that we process regarding our Customers:

**Personal data categories      Examples**

Identification and contact information	Name, identification document number, tax identification number, photograph, signature, address, phone number or e-mail address.
Biographical data	Date of birth, gender, nationality, place of birth, marital status, family, schooling or information regarding professional activities.
Use of websites and applications	Pages seen or information on devices used (e.g. IP address, geographic location, browser used).
Opinions and preferences	Comments on the “ <b>Grupo ETE</b> ” profiles or areas in social networks or answers to satisfaction surveys.

“**Grupo ETE**” collects these personal data through the following means for collection (or production) of data:

**Means of collection      Examples**

Data supplied by the subjects	Data or contents supplied directly by the subjects (i) when they subscribe to or purchase products and services, (ii) interactions with the Group Companies or call centre, (iii) in letters or e-mails sent, (iv) participation in the “ <b>Grupo ETE</b> ” promotional actions, or (v) answers to satisfaction surveys.
Data collected when subjects use products and services	Data related to operations and transactions ordered by the subjects to the “ <b>Grupo ETE</b> ”.
Profiling	Data produced by “ <b>Grupo ETE</b> ” through analytical models using subjects’ data use of the “ <b>Grupo ETE</b> ”, Companies, products and services.
Persistent Cookies	Data regarding the use of “ <b>Grupo ETE</b> ” websites and applications (e.g. pages opened, user preferences), collected from cookies sent by the “ <b>Grupo ETE</b> ” or third parties. You can find more information on the type of cookies used by the

“Grupo ETE” and on the data collected in the cookie policy available on the “Grupo ETE” website [www.ete.pt](http://www.ete.pt).

Data collected by third-parties	Data the “Grupo ETE” procures with third-parties with which it works, including (i) public authorities, (ii) insurance companies, (iii) agents working on behalf of the “Grupo ETE” or (v) ETE’s partners in connection with loyalty programmes.
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## Obligation to provide personal data

Within the scope of business and contractual relationships, it is mandatory to provide and collect personal data from Customers, potential Customers and other subjects (e.g. representatives, beneficial owners) as necessary to meet the obligations and diligences necessary prior to and to enter into a contract, as well as those resulting from the regulations in force. As a general rule, without such data, “Grupo ETE” will be forced to refuse entering into an agreement or executing an order, or even terminate the agreement. For instance, pursuant to the legal provisos deriving from the regime for preventing money laundering, it is necessary to identify the Customer before and during a business relation, usually through an identification document, collecting the information therein, otherwise the instruction or request must be refused.

## 4. How we process personal data

Data processing means any operation or set of operations which is performed on personal data manually or by automated means, including collection, storage, use, copy and transmission.

At “Grupo ETE” data are processed lawfully, fairly and in a transparent manner and for specific purposes all in accordance with the law.

## Performing an agreement

“Grupo ETE” processes data necessary for entering into, performing and managing agreements to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.



### **Compliance with a legal or regulatory requirement**

“Grupo ETE” processes data as necessary to comply with the various legal requirements - Portuguese and European - that bind it, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 - General Data Protection Regulation (GDPR) - and remaining applicable legislation, including Portuguese legislation that complements the GDPR.

### **Legitimate interests**

“Grupo ETE” makes the necessary data processing in order to safeguard its legitimate interests or from third entities.

### **Consent of the data subject**

“Grupo ETE” may make other types of data processing after getting the prior consent, expressed, in writing, verbally or through an explicit action, informed, free and for specific purposes of the data subject.

“Grupo ETE” only makes the processing of personal data which have been duly authorized and subject to prior information to the respective subjects. Eventual processing of additional secondary data shall only be made if (i) compatible with the purposes authorized and communicated to the subjects or (ii) are object of a specific and explicit consent from the data subject.

## **5. How long can data be stored and processed**

“Grupo ETE” stores and processes personal data for the time necessary and while the legitimate purposes according to which the data are processed, are in effect, for the compliance with contractual, legal and regulatory duties or for the protection of the legitimate interests of the “Grupo ETE” and of third entities.

Reason for storage	Storage Period
Compliance with an agreement	Period while the contract is in effect. “Grupo ETE” may keep the personal data for periods exceeding the duration of the contractual relation based on the consent given by the client in order to ensure rights or duties related with the contract or based on legitimate interests, namely the “Grupo ETE” defence in legal proceedings.
Legal, tax or regulatory duty	Legal limitation deadlines associated to legal, tax or regulatory duties or deadlines foreseen in special legislation (for example, 7 years after the end of the contractual relation foreseen within the scope of the law for the prevention of money laundering and terrorism financing), the longer one.
Storage of recorded calls to be used as contractual evidence	Duration of the contract, plus the 6 months limitation and expiration deadline.
Storage of recordings of calls to assess service quality	30 days.
Storage of video-surveillance footage	30 days.

## 6. Which are your rights as a personal data subject

“Grupo ETE” ensures the exercise of the rights of the data subject in relation with the respective processing.

Right of the data subject	Description
Access	The Clients are entitled to access the personal data they provided to “Grupo ETE” or to those resulting from the use of the group companies and services, and to the respective processing conditions.
Rectification	The Clients are entitled to request the rectification of their personal data which are inaccurate or incomplete (e.g. address, e-mail address, phone numbers).
Opposition	The Clients are entitled to oppose to data processing grounded on the legitimate interest of “Grupo ETE”.
Withdrawal of consent	The Clients are entitled to withdraw the consent they granted for data processing based on such ground.
Erase	The Clients are entitled to request the deletion of their personal data held by “Grupo ETE”, provided that there are no valid arguments for the maintenance of their storage (e.g, compliance with a legal duty, “Grupo ETE” defence or defence of third parties in a lawsuit).
Limitation	The Customers are entitled to request the limitation of data processing when (i) they objected regarding the accuracy of the personal data and for a period of time that allows “Grupo ETE” to verify their accuracy, (ii) the processing is illegal or they oppose the deletion of the personal data ; (iii) “Grupo ETE” no longer needs the personal data but those data are required by the Customer for the purposes of invoking, exercising or defending a right in legal proceedings; (iv) they opposed the processing while the request they made to “Grupo ETE” is being assessed by the latter.

Portability	The Clients are entitled to access the personal data they provided to “ <b>Grupo ETE</b> ” or to those resulting from the use of the group’s companies, products and services, and to the respective processing conditions, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller.
Not remain subject to exclusively automated decisions	<p>The Customers are entitled to request human intervention or object to decisions made based on totally automated data processing systems (e.g. definition of profiles) which may produce significant effects in their legal frameworks or in their private life, exception made to exceptional situations foreseen by law.</p> <p>“<b>Grupo ETE</b>” has mechanisms to ensure the human intervention in data processing based on automated decisions enabling the data subject to express his/her point of view and object to the automated decision.</p>
Lodging a Claim with CNPD	The Customers are entitled to lodge claims with CNPD regarding issues linked with the exercise of their rights and the protection of their personal data.

You may exercise your rights on data protection through letter or e-mail addresses to the contacts of “**Grupo ETE**” or the Data Protection Officer. “**Grupo ETE**” will reply to the requests within 30 days, with the exception of particularly complex requests. In those cases, “**Grupo ETE**” will inform the subjects on the need to extend the deadline for an additional period of 30 days and on the grounds for such an extension.

When the “**Grupo ETE**” deems that it is not possible to respond to the requests, the subjects shall be informed of the “**Grupo ETE**” reasons, within the deadlines set forth above.

The exercise of the rights is free of charge, except when situations deemed excessive, irregular and /or bad faith. In these situations, “**Grupo ETE**” will previously inform the data subjects of the fees that will be charged and respective justification.





“Grupo ETE” has the appropriate mechanisms to verify and confirm the identity of the data subjects that wish to exercise the rights, being accepted only those made by persons whose identity can be confirmed and through a channel that allows the “Grupo ETE” to keep evidence of the request and of the respective answer.

## 7. Sharing personal data

“Grupo ETE” ensures the exercise of the rights of the data subject in relation with the respective processing.

“Grupo ETE” employees are given access to personal data as necessary to meet the “Grupo ETE” obligations and diligences necessary prior to and to enter into a contract, as well as those resulting from the regulations in force. In addition, personal data may be provided to third-parties - entities that are separate from “Grupo ETE”:

Third-parties	Examples
Group Companies	Companies controlled or partly owned by Ocean Horse (“Grupo ETE”, hereinafter “Group”) or joint ventures incorporated by the Group, within the scope of the prevention of money laundering, terrorism financing and fraud, or for administrative or financial management at Group level.
Processors	Processors and service providers that act on behalf of “Grupo ETE” or pursuant to its instructions (e.g. document management and archive service providers; IT service providers).

## Transfers of personal data to third countries or international organisations

The transfer of data to countries outside the European Union only occurs when such is necessary (i) to execute orders or requests (for example, payment transfers to other countries), (ii) due to legal requirements, or (iii) when expressly authorized by the data subject.

If it is necessary to resort to service providers in third countries, “Grupo ETE” will ensure, by contractual clauses, that these entities comply with all the data protection



legal requirements, processing them in accordance with “Grupo ETE” prior and documented instructions.

## **8. Find out how we protect your data**

The protection of confidentiality and data integrity has long been considered by “Grupo ETE” as a fundamental pillar for building a relation of trust with our Customers, employees, regulators and business partners.

“Grupo ETE” also implemented organizational measures, security processes and systems that are appropriate to protect personal data in its care from destruction, alteration and unauthorized access, including: (i) mechanisms to control access to information systems and data; (ii) specialised security systems (e.g. firewalls, antivirus, intrusion detection systems); (iii) mechanisms to record actions of employees, Customers and other users of information systems (e.g. access, alteration, deletion of personal data); (iv) mechanisms for data encryption and pseudonymisation and for rendering data anonymous; (v) encryption measures applicable to mobile devices; (vi) physical security measures to protect the premises (e.g. physical access control, surveillance, various alarms); (vii) a programme to train and raise awareness of “Grupo ETE” employees and partners regarding information security and personal data protection.

## **9. Changes to the privacy policy**

“Grupo ETE” reserves the right to, at all times, alter this document to update it and adjust it to the best market practices or to future legal and regulatory amendments. The updated version is permanently available at the website [www.ete.pt](http://www.ete.pt).

Whenever there are substantial and relevant amendments, the “Grupo ETE” shall undertake the adequate and reasonable efforts to inform Customers, using the regular channels and mechanisms.