

CONSENT FOR COMMUNICATIONS VIA WHATSAPP BUSINESS

In accordance with the terms established in Regulation (EU)2016/679, the General Data Protection Regulation, BARCELONA ACTIVA, SAU ("Barcelona Activa") requests your consent to communicate with you via instant messaging systems like WhatsApp Business for the purpose of:

- (i) managing any information queries you may have;
- (ii) helping to manage your bookings and confirming your appointments;
- (iii) attending to any commitments derived from the relationship we maintain with you.

The legal basis for the processing of your personal data is your express consent, freely given through acceptance of this document, which may be withdrawn at any time.

Barcelona Activa guarantees that it will process your data legally and faithfully, in a way that is transparent, appropriate, pertinent, limited, accurate and updated and that all the information provided will be treated confidentially, as provided for in the applicable legislation. Please bear in mind that Barcelona Activa will not respond to any personal queries. Under no circumstances may you include in the communications carried out via this means images, videos or special data (for example health data). In the event that you do so, Barcelona Activa shall be excluded of all liability. In the event that inappropriate queries or contents are sent, Barcelona Activa shall proceed to delete them.

Your data will not be communicated to third parties, except with prior consent, for reasons of public interest of the data controller, which is Barcelona City Council, or legal obligations, to any collaborators when this is necessary for them to provide the required service (for example, to respond to your query or provide appropriate services), and to the provider of the instant messaging service. The data shall be stored until such a time as you withdraw your consent and for the legally established time period.

Barcelona Activa promises to provide you with information on the processing of your data in a transparent manner. For this reason, please be informed that it is not responsible for the processing of your data. This responsibility falls to Barcelona City Council (Barcelona Activa is the data processor for the City Council), nor it is responsible for any use of the data on the part of the instant messaging service provider. Therefore, we recommend that you carefully read the legal notice and privacy policy of the instant messaging system (WhatsApp Business: <https://www.whatsapp.com/legal/business-policy/?lang=ca>) before giving your consent to the processing of your personal data, as described in this document. Notwithstanding the foregoing, Barcelona Activa promises to adopt all the appropriate technical and organisational measures in compliance with the GDPR to safeguard the devices that store your data, prevent unauthorised third parties from accessing them and to manage control of the use of the instant messaging service through a use policy for the application and personal data protection.

In all cases, you may exercise your rights of access, rectification, erasure, restriction, objection, portability of the data and withdrawal of consent by writing to C/ Rosselló, 214, 08008 – Barcelona or to dpo@barcelonactiva.cat, Ref: "Data Protection", and consult the DPD about any matter relating to the processing of personal data. If you wish to do so, you can also file a complaint to the Catalan Data Protection Agency. For more information on the processing of your data, visit our Privacy Policy <https://www.barcelonactiva.cat/politica-privacitat>.