

Processing operations	Legal basis	Data retention periods
Customer account	Fulfilment of the contract	For as long as your customer account is active, and for up to 2 years after the last connection to your account.
Order processing	Fulfilment of the contract	<p>For online purchases: for five years from the date of purchase if the value of the order is less than €120, for ten years if the value of the order is €120 or more (and for 5 years for transactions at the checkout).</p> <p>The data linked to your bank card are retained for 13 months by our payment service providers after the last debit date for proof purposes in the event that the transaction is disputed (15 months in the case of deferred debit payment cards).</p> <p>The cryptogram is not retained after the transaction.</p>
Controlling user access to the ski lifts	Fulfilment of the contract	The times and locations of users' visits to ski lifts are kept for forty-eight hours following collection. The other data related to the package are kept for the period of validity of the ticket.
Fraudulent access to ski lifts	Legitimate interest	<p>In the event of payment of the lump-sum compensation for fraud: until full payment of this compensation.</p> <p>In the event of non-payment of the lump-sum compensation: for twelve months following the issue of the offence report or until the date on which the user's conviction becomes final, whichever is later.</p>
Providing users with assistance in case of an accident, following up on the administrative aspects of the accident, invoicing the cost of the assistance and dealing with any disputes	Safeguarding a person's vital interests	For as long as it takes to care for the user and recover the related costs.
Satisfaction surveys	Legitimate interest	Time required to achieve the survey objective, then anonymized.

Contests	Running of the contest	6 months from the end of the contest.
Sending newsletters / prospecting campaigns by e-mail or sms.	Consent, or legitimate interest if you are a customer who has purchased a product on our website, our automated terminals or our mobile application	3 years from your last contact with us (e.g. a request for commercial documentation, a click on a hypertext link contained in our newsletter).
Advertising targeting based on customer lists.	Consent, or legitimate interest if you are a customer who has purchased a product via our website, our self-service kiosks, or our mobile app	Data in our databases: 3 years from your last contact with us (e.g. a request for sales materials, a click on a hyperlink in our newsletter). Data held by our campaign provider: Retained by the platforms only for the time necessary to create and verify the audience, then deleted once this process is complete, i.e. approximately 6 hours.
Complaint handling and after-sales service	Fulfilment of the contract	5 years after the claim has been closed
Preparation of statistics	Legitimate interest	Time required to achieve the objective of the statistics, then anonymized.
Copy of supporting documents for reduced and special rates	Legitimate interest (fight against fraud)	24 hours after collection
Customization of navigation/profiling	Consent	13 months
Use of the public WiFi that we make available to you	Legal obligation	1 year (retention of technical connection data)
Photographs taken for printing out the packages	Fulfilment of the contract	For the duration of the validity of the package, unless you agree to a longer retention period for the purpose of reuse for subsequent orders.
Photographs taken on the ski lifts	Fulfilment of the contract	Ski day only and if the photo is uploaded to the application: until you delete it
Photographs taken at our photo terminals (photobooths)	Consent	Ski day only and if the photo is uploaded to the application: until you delete it
Services on the mobile application, e.g. geolocation, geofence,	Fulfilment of the contract	For the duration of use of the mobile application (data are only stored on the user's terminal).

time, distance and speed tracking (skier performance measurements)		
Management of lost and found objects	Fulfilment of the contract	1 year from the declaration of loss of the object
Video surveillance	Legitimate interest	7 days following the recording of the images
Safety of ski lifts	Legitimate interest	Photos are automatically deleted after 40,000 gondolas or one week of operation
Exercising your GDPR rights	Legal obligations	10 years from the closing of the request. When proof of identity has been required, it will be deleted as soon as verification has been completed.
Litigation management	Legitimate interest	Until all avenues of appeal have been exhausted
Application	Legitimate interest	2 years after data collection for unsuccessful applications