

Data Processing

Processing activities	Legal basis	Data retention periods
Customer account	Contract performance	While your customer account is active, and up to 2 years after the last login to your account.
Order processing (ski lift passes)	Contract performance	Online purchases: 5 years from purchase date if order amount is < €120; 10 years if ≥ €120 (and 5 years for in-counter transactions). Card data: 13 months after the last debit date for evidential purposes (15 months for deferred debit cards). The CVV is not retained beyond the transaction. Accounting records: 10 years.
Booking processing (accommodation)	Contract performance	5 years from the end of the rental (as part of delegated management of the property by Pralognan Domaine de Montagne on behalf of the owners).
Controlling user access to ski lifts	Contract performance	Times and locations of gate passages retained for 48 hours after collection. Other pass-related data retained for the validity period of the transport ticket.
Fare evasion / fraud on ski lift access	Legitimate interest	If the fixed indemnity is paid: until full payment. If unpaid: 12 months from the infringement report or until the conviction becomes final, if later.
Rescue in the event of an accident, administrative follow-up, invoicing of rescue costs, handling disputes	Vital interests of the data subject	For the period necessary for the user's care and the recovery of related costs.
Satisfaction surveys	Legitimate interest	For the time needed to achieve the survey objective, then anonymized.
Prize competitions	Performance of the contest	6 months from the end of the contest.

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Sending newsletters / marketing by email or SMS	Consent, or legitimate interest if you are a customer who purchased via our website, kiosks, or mobile app	3 years from your last contact with us (e.g., a request for commercial info, a click on a hyperlink in our newsletter).
Handling complaints and after-sales service	Contract performance	5 years after the complaint handling is closed.
Statistics	Legitimate interest	For the time necessary to achieve the statistical purpose, then anonymized.
Copy of supporting documents for reduced or special rates	Legitimate interest (anti-fraud)	For the time necessary to process the order.
Navigation personalization / profiling	Consent	13 months.
Use of public Wi-Fi provided by us	Legal obligation	1 year (retention of technical connection data).
Photographs for issuing lift passes	Contract performance	For the duration of the pass validity, unless consent is given to keep for 3 years for reuse in future orders.
Photographs on ski lifts	Legitimate interest (compliance with operating instructions and to facilitate any evacuation)	72 hours after collection, or 4 hours if used to facilitate bar-lift operations on chairlifts and any evacuation in case of service interruption. 7 days after collection to perform system reliability analyses (Bluecime).
Photographs on our photo booths	Consent	Ski day only.
Mobile app services (e.g., geolocation, geofence, time, distance, speed metrics)	Contract performance	For the duration of mobile app use (data stored only on the user's device).
Ski locker management	Contract performance	Ski day.
Lost-and-found management	Contract performance	1 year from the loss declaration.

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Video surveillance	Legitimate interest	15 days from image recording.
Ski lift safety	Legitimate interest	Photos automatically deleted after 40,000 vehicles or one week of operation (Bluecime).
Exercising your GDPR rights	Legal obligations	10 years from closure of the request. If proof of identity was collected, it is deleted as soon as verification is completed.
Litigation management	Legitimate interest	Until all avenues of appeal are exhausted.
Job application	Legitimate interest	2 years from collection for unsuccessful applications