



SIGN LANGUAGE VIDEO INTERPRETING SERVICE DATA PROTECTION POLICY.

Madrid Destino offers a video interpretation service to those who need it, provided by sign language mediators through the Skype platform. The purpose of the service is to respond to queries received regarding the accessibility of the accessible programming carried out in the cultural centres and campaigns managed by the public company.

Similarly, if the user so wishes, and subject to acceptance of this data protection policy, the communication mediators may support requests to reserve specific seats for performances for people with disabilities, by forwarding such requests to the ticketing department so that it can subsequently process the issuance and sale of tickets. This process does not require the service to manage or collect any manner of financial data. Reserved tickets will be processed by the ticketing department for issuance and payment in accordance with the [general terms and conditions of ticket sales and access](#) established by Madrid Destino.

The personal data provided for your pre-booking will be processed by Madrid Destino as the data controller and in accordance with the following informative clauses.

MADRID DESTINO CULTURA TURISMO Y NEGOCIO (hereinafter MADRID DESTINO), with Tax ID (CIF) number A-84073105 and registered office in Madrid, Calle Conde Duque 9-11, Postal Code 28015, hereby informs you that the personal or contact data you provide will be included in a file, in accordance with the following terms and conditions:

Data Controller: MADRID DESTINO CULTURA TURISMO Y NEGOCIO, S.A., Calle Conde Duque, 9-11, 28015 Madrid.

Contact details: accesibilidad@madrid-destino.com

Data Protection Officer: dpd@madrid-destino.com

Purposes: To provide information on the accessible cultural programme managed by Madrid Destino and support in the pre-booking of nominative tickets, by means of a video call, for people who request sign language communication.

Recipients: Data will not be disclosed to third parties unless we are legally obliged to do so.

Storage period: This shall be limited to the period necessary to fulfil the agreed purpose and, in a situation of blockage, during the statutory limitation period for civil, criminal and administrative actions.

Legitimation: The provision of the requested service.

Rights: You may exercise your rights to access, rectification, deletion, data portability and restriction on processing or objection to processing by sending an e-mail to dpd@madrid-destino.com, indicating your address for notification and identification purposes.

You may also file a complaint with the Spanish Data Protection Agency (www.aepd.es) or contact the Data Protection Officer.