



General conditions of service Clause

18. PERSONAL DATA

18.1. The entity responsible for the processing of personal data is NOS Comunicações, S.A..

18.2. NOS has designated a Data Protection Officer who can be contacted directly by means of a letter sent to NOS - DPO, Rua António Silva, No. 9, Campo Grande, 1600-404 Lisbon or by the electronic address dpo.privacidade@nos.pt.

18.3. The personal data of NOS Customers is treated because they are necessary for the signature and execution of the contract, compliance with legal obligations imposed on the NOS, pursuit of legitimate interests of the NOS or because they have been the object of consent. The data identified in the Adhesion Form as being mandatory are indispensable to the provision of the service by NOS. The omission or inaccuracy of this data or other information provided by the customer is entirely his responsibility.

18.4. The personal data provided by the Client or generated by the use of the service will be processed and stored electronically and will be used by NOS for: marketing and sales, customer management and service provision, accounting, tax and administrative management, litigation management, fraud detection, revenue protection and auditing, network and systems management, information security and physical security control, operator management and compliance with legal obligations.

18.5. The processing of data for marketing purposes will be done according to the option of consent manifested by the Customer. Consent must be prior, free, informed, specific and unambiguous, expressed in a written statement, oral statement or through the validation of an option. The Customer may object to the processing of data for marketing purposes at any time and by any means.

18.6. Customer's personal data may be included in the telephone directories and information services of third parties, including the Universal Service provider, provided that the Customer gives his consent.

18.7. Personal data is kept for different periods of time, depending on the purpose for which they are intended and considering legal criteria, necessity and minimization of the length of time for which the data is kept. In particular regarding traffic data, these may be kept until the end of the period during which the invoice can be lawfully challenged or the payment pursued, or for periods legally defined for investigation and prosecution of lawsuits of a criminal nature.

18.8. NOS can record the calls established for proof of commercial transaction and any other communications regarding the contractual relationship, as well as to monitor the quality of the customer service, under the terms required by law or if consent is obtained, as applicable

18.9. NOS may use subcontractors for the purposes of processing personal data, namely customer management, service provision, invoicing and litigation management, being these entities obliged to develop the appropriate technical and organizational measures to protect the data and ensure the protection of the rights of the holder. In certain circumstances, certain personal data may have to be reported to public authorities, such as tax authorities, courts and security forces.

18.10. In case of non-payment of the service in an amount equal to or greater than 20% of the monthly minimum guaranteed wage, NOS may enter the data of the Customer in the Shared Database (BDP), database common to other companies that offer communications services. The NOS must inform the Customer, within 5 (five) days, that their data were included in the BDP.

18.11. NOS gives each Customer the right to make their number or caller number confidential, the right to reject confidential calls, and the right to identify the source of unidentified calls disturbing family peace or their privacy. NOS may register and transmit to the legally competent organizations to receive emergency calls, the Customer's location data for the purpose of responding to that emergency call, regardless of the use of any calling line identification elimination mechanisms or equivalent mechanisms.

18.12. The Customer is guaranteed the right of access, rectification, opposition, erasure, limitation and portability of his personal data. The exercise of the rights can be requested through 800 109 300 or by written request sent to NOS - Privacy, Rua António Silva, nº 9, Campo Grande, 1600-404 Lisboa or to address. cliente.privacidade@nos.pt.

18.13. Without prejudice to the possibility of complaining to the NOS, the Customer may submit a complaint directly to the supervisory authority, whose contacts may be found at www.nos.pt/privacidade.

18.14. The Customer can obtain complete and updated information on the privacy policy and treatment of personal data of the NOS, available at www.nos.pt/privacidade, namely regarding the categories of data processed, the purposes and legitimacy for the treatment, the deadlines of the length of time for which the data is kept and the exercise of rights.

18.15. The numbers 18.2., 18.12., 18.13. and 18.14. are intended to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April (General Data Protection Regulation) and therefore apply only from 25 May 2018.