

Best practices of ENSI S.A. in relation to the frequently asked questions of pistes staff about the Privacy and Protection of Personal Data of our clients:

Lost objects**What if I find a backpack abandoned? ...**

- ✓ I send it to customer service, or
- ✓ I give it to my manager.

And if what I find is a mobile, ...

- ✓ I inform my supervisor or customer service, and I give it to them.

And if that lost mobile rings ... (receives a call)

- ✓ I tell Customer Service what number called, but I don't pick it up.

Photos**When can I take a picture of a child?**

- ✓ When his parents have consented "previously".

And then, what do I do if a parent asks me to send pictures of the kid?

- ✓ I tell him/her that for sending we need he/she to sign a form at the Customer Service

Ok, and what if I am authorized to film him?

- ✓ Then, I'll just take pictures of him.

And what about the people behind him?

- ✓ If they are not recognized, there is no problem, and
- ✓ If there is no one, the best.

What if they are the classmates who take pictures of each other?

- ✓ I smile, ... just for the case I appear in any.

Can ENSI S.A. film my group to put them on a TV of the station?

- ✓ Only if the station has the consent for "that" filming, or
- ✓ When the station authorizes me, for example, putting on them a helmet and sky glasses so that they are not recognized.

And if it is the tourists who films us?

- ✓ They do not represent any company, so according to the data protection regulations they can do so.

Can I upload to Internet my selfie with a famous person?

- ✓ No, if I get it during working hours (even if I no longer work for ENSI S.A.).

There has been an accident and some tourists shoot photos, what do I do?

- ✓ I can't stop it, so I kindly tell them to get away a little.

And what about me? Can I take pictures of the accident?

- ✓ Only if my manager asks me to do it.

Information**There has been an accident and someone asks me if his/her kid is at the medical center ...**

- ✓ I doublecheck that he/she is who he/she says to be and I answer only with a "yes" or a "no" (nothing else), or
- ✓ I give him/her the phone of the Medical Center.

I have a piece paper with the client's name and cellphone, and I don't need it anymore ...

- ✓ I make it pieces and I throw it, or I crush it.