



Digital Policy of the Albuquerque Foundation

– Online Ticket Purchase and Sale and Processing of Purchasers’ Personal Data –

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Scope of Application	<p>This Digital Policy of the Renato Albuquerque Foundation applies exclusively to the purchase of tickets made by individual consumers through the Foundation’s website (https://albuquerquefoundation.pt) and/or the BOL Online Ticket Office (https://www.bol.pt).</p> <p>The reservation or purchase of tickets for group visits (i.e., groups of more than 10 people), purchases made by professionals or traders, legal persons, as well as any tickets purchased directly at the Foundation’s physical ticket office, are subject to specific and separate terms and conditions.</p>
Purchase and sale of tickets and processing of personal data	<p>The Albuquerque Foundation (the “Foundation” or “we”), headquartered at Rua do Centro Empresarial, Edifício 6, 2.º, Escritório 13, 2710-693 Sintra, Portugal, and registered under legal entity number 516478451, provides, in accordance with the conditions in force at any given time, access and visits to the Albuquerque Collection of Chinese Ceramics and to other permanent or temporary exhibitions displayed at its premises located at Quinta de São João Grande. This access also includes, when not reserved or subject to payment or additional conditions, the respective spaces, equipment, and non-museum services, such as the library, gardens, shop, café, grounds, residential facilities, outdoor areas, and parking.</p> <p>In this context, the Foundation:</p> <ul style="list-style-type: none">• Makes available the purchase and sale of tickets (individual or group) exclusively through digital means, both on its own website (https://albuquerquefoundation.pt) and via the BOL Online Ticket Office (https://www.bol.pt).• As Data Controller, processes the personal data of purchasers and other visitors for whom tickets are acquired.
Acceptance and other terms and conditions	<p>The purchase of tickets and the processing of personal data presuppose that the purchaser has read and agrees with this document (the “Digital Policy”), as well as with all other applicable terms, conditions, and privacy policies, namely:</p> <ul style="list-style-type: none">• The Terms and Conditions, Privacy Policy, and Cookie Policy of the Foundation’s website;• The General Conditions of Sale, Privacy Policy, and Cookie Policy of the BOL Online Ticket Office.

	<p>This Digital Policy is also complemented by the Museum Regulation and the Foundation’s Personal Data Processing Policy, both available for consultation at the Foundation’s premises.</p>
<p>Scope and purposes of the Foundation’s Processing of Personal Data</p>	<p>The processing of personal data of purchasers and visitors is carried out for the purpose of enabling the digital transaction of tickets, and may include:</p> <ul style="list-style-type: none"> • The processing of personal data obtained from social media profiles and other online platforms with which the Website is integrated (e.g., LinkedIn or Instagram), from which the User accesses the Website and/or on which the User holds an active account at the time of access. • The management of User subscriptions and consent preferences, submitted through the Website and/or for the purpose of sending communications related to it. <p>In addition, it also covers the receipt, analysis, and response to User communications — including requests for information, suggestions, or complaints — when submitted through the Website and/or in connection with it.</p> <p>It further includes the use of cookies essential to the proper functioning or security of the Website, as well as non-essential cookies (such as analytical cookies) when the User has provided prior consent, as described in the Foundation’s Cookie Policy and Privacy Policy.</p>
<p>Legal basis</p>	<p>The processing of personal data by the Foundation is based, as applicable, on:</p> <ul style="list-style-type: none"> • The performance of a contract or pre-contractual steps related thereto, namely the digital purchase and sale of tickets for visits to the Foundation. • Compliance with a legal obligation, including, in particular, the provision of the electronic complaints book. • The legitimate interests of the Foundation, its staff, and, in certain cases, the purchasers or visitors themselves, such as the use of necessary cookies and/or for the purpose of exercising, establishing, or defending the Foundation’s rights in judicial, administrative, or arbitral proceedings. • Consent, namely for the sending of promotional communications and newsletters related to the Foundation and its activities and exhibitions, as well as for the use of non-essential cookies.
<p>Collected data</p>	<p>The personal data we collect include, for example:</p> <ul style="list-style-type: none"> • Identification and contact details, including, namely, name, date of birth, email address, telephone number, social media profile links, among others. • Communications exchanged with the purchaser through the Foundation’s or BOL’s websites and/or related to them, including addresses, date and time, subject, and content. • Consents given and withdrawn by purchasers.

	<p>The use of essential or necessary cookies does not involve the collection of personal information that allows the User to be identified.</p>
<p>Intermediation by BOL</p>	<p>For the purposes of the digital purchase and sale of tickets, the Foundation uses the services of a third party (hereinafter referred to as “BOL”), namely for making available and completing the digital ticket-purchase process and issuing invoices, both on the Foundation’s website and on the BOL Online Ticket Office. BOL is identified as follows:</p> <ul style="list-style-type: none"> • Etnaga – Consultores Sistemas de Informação, Lda. Rua Cesário Verde, 35-E, 2790-491 Queijas, Portugal Legal Entity no. 502 669 730 <p>BOL ensures only the technical intermediation involved in the sale of tickets and the issuance of invoices, and is therefore not a party to these transactions, nor does it process the personal data of purchasers and visitors, except insofar as it acts as a processor and strictly under the responsibility and instructions of the Foundation.</p>
<p>Processing of Personal Data by BOL</p>	<p>The above does not prevent the purchaser from establishing, prior or subsequent to the transaction, an autonomous relationship to which the Foundation is not a party, namely whenever the purchaser has expressly consented to the processing of their personal data by BOL for purposes other than the acquisition of tickets to visit the Foundation.</p> <p>The Foundation is not involved in the processing of personal data that BOL may carry out in this context as a controller. BOL shall therefore be the sole and exclusive entity responsible for complying with the principles, requirements, and obligations applicable to the processing of personal data under its responsibility.</p>
<p>Processing of Personal Data by Other Entities</p>	<p>In the context of the digital purchase and sale of tickets, the purchaser’s personal data may also be processed by:</p> <ul style="list-style-type: none"> • Authorised payment institutions, such as Klarna, PayPal, Ifthenpay, Lda., and UNICRE – Instituição Financeira de Crédito, S.A. • RNA Seguros, S.A., in the event that the purchaser subscribes to the BOL Ticket Insurance, as described and regulated in the General and Special Conditions, the Information Document on the BOL Ticket Insurance, and the Frequently Asked Questions available on the BOL website. <p>These entities act as controllers of the purchaser’s personal data within the scope of the relationships established directly with the purchaser, namely for the purposes of processing payments and, where applicable, entering into and executing an insurance contract.</p>

Online Ticket Purchase Process and Conditions

1. The online purchase of tickets does not require prior registration on either the Foundation's website or the BOL Online Ticket Office; however, completing the purchase operation requires the provision of personal data, including a valid and active email address.
2. The purchaser must not provide personal data or payment details belonging to another person, unless duly authorised by the respective holder.
3. To successfully complete an online ticket purchase, the user must follow these operational steps:
 - **Step 1** » Event Selection
 - **Step 2** » Session Selection
 - **Step 3** » Sector Selection
 - **Step 4** » Seat Selection
 - **Step 5** » Confirmation of the purchase summary
 - **Final** » Payment

The user will receive the ticket by email and may present it on their mobile device at the entrance to the event. Alternatively, the user may print the ticket in PDF format.
4. Online payment may be made by:
 - **VISA or MASTERCARD credit/debit card**, with processing carried out by UNICRE – Instituição Financeira de Crédito, S.A.
 - **Online payment platforms** PayPal and Klarna (the latter currently unavailable).
 - **Multibanco reference or MB WAY** methods provided by SIBS, with processing carried out by Ifthenpay, Lda.
5. In the event of fraudulent use of a card, the Foundation, directly or through BOL, may cancel the transactions made with that card.
6. If the purchaser pays a Multibanco reference after the established date and time limit, a voucher of the same value will be issued, which may be used for a future purchase of equal value. Should the purchaser instead request a bank transfer of that amount to an account for which they provide the NIB/IBAN, such transfer will incur an operational cost of **€1.85 (VAT included)**, deducted from the refunded amount.
7. In the case of a duplicated transaction error, the cancellation and full refund of the amount paid are guaranteed.
8. All sales are final and exchanges or refunds are not accepted, except in the event of cancellation, and without prejudice to the Right of Withdrawal (see below).
9. If the visit is cancelled by the Foundation (including in the event of postponement and the purchaser having no interest in or availability for the new date), the full ticket price will be refunded to purchasers.
10. Prices are in euros and include VAT at the applicable legal rate (when applicable).
11. The online ticket purchase price, whether through the Foundation's website or the BOL Online Ticket Office, also includes a BOL operational fee of **6% (plus VAT)** calculated over the total purchase amount, with a minimum charge of **€0.05 per ticket**.

<p>Group Visits / Group Tickets</p>	<p>Requests to schedule visits for groups (up to a maximum of 20 people) must be made directly with the Foundation, using the form provided for this purpose or by contacting visits@albuquerquefoundation.pt, at least 10 days prior to the desired date.</p> <p>The purchase of individual tickets for members of groups of more than 10 people may only be carried out at the Foundation’s physical ticket office.</p>
<p>Right of Withdrawal. Exclusions</p>	<p>Without prejudice to the exclusions identified below, the purchaser of a ticket bought online through the Foundation’s website or the BOL Online Ticket Office may freely withdraw from the purchase and sale contract (“right of withdrawal”) without the need to provide any reason and without incurring any compensation or penalty, within 14 (fourteen) days from the day on which the tickets were delivered to them (personally, to their address, or to a third party designated by them), whether in physical or digital format, through the following means:</p> <ul style="list-style-type: none"> • In person at the Foundation, at the address indicated above, accompanied by the original transaction invoice. • By email to ajuda@bol.pt. • If the purchaser is a registered user of the BOL Ticket Office, through their personal area (using their login credentials). <p>The exercise of this right depends upon, and is considered effective once, the purchaser has been properly identified and has provided the information and documentation proving the transaction.</p> <p>Once the right of withdrawal has been exercised, the refund of the amount paid - including, where applicable, costs paid by the purchaser for the delivery of the tickets - will be made using the same means of payment used for the original transaction, at no cost to the purchaser, and within 14 (fourteen) days from the date on which such exercise is deemed effective.</p> <p>This right does not apply, and therefore the purchaser is not entitled to withdraw or obtain a refund, in the following cases:</p> <ul style="list-style-type: none"> • Services already provided, or whose provision is scheduled or may occur within the 14 days immediately following the purchase of the tickets. • Services whose provision is subject to specific (customised) conditions requested by the purchaser, including, for example: group visits; exclusive visits; visits outside normal opening days or hours; private or corporate events, etc. • Tickets relating to temporary exhibitions or displays, to exhibitions with restricted access and/or limited capacity, or whose occurrence depends on a minimum number of reservations. • Tickets for artistic performances.

	<ul style="list-style-type: none"> • Purchase of products and/or contracting of services carried out through non-digital means, including, for example, products and services purchased on the Foundation’s premises. • Purchase of products and/or contracting of services sold or provided by third parties, such as, for example, by the entity responsible for operating the terrace café.
Age Requirement	<p>The purchase and sale of tickets is limited to individuals of legal age, or to those who are at least 16 years old and have been previously and duly authorised by their parent or legal guardian.</p>
Communication of Data and International Transfers	<p>The personal data of purchasers and visitors will not be disclosed to third parties, except in any of the following situations:</p> <ul style="list-style-type: none"> • Payment processing, in which case the purchaser’s data, including payment details, will be processed directly by the entities responsible for providing the payment services (e.g., PayPal). • Subscription of the “Bilhete Seguro BOL” insurance, in which case the personal data will be processed by the insurance company and the policyholder. • Where the purchaser has given explicit consent to such disclosure. • Whenever the Foundation has a legal obligation to disclose personal data, namely to tax, judicial, or law-enforcement authorities. • When such disclosure is necessary for the establishment, exercise, or defence of a right of the Foundation. • When the disclosure is made to processors engaged by the Foundation, who, within the scope of the services provided, are entrusted with processing personal data on behalf of and under the responsibility of the Foundation (such as providers of electronic communications services, website operation and maintenance, newsletter management, periodic information sending, postal or delivery services, etc.). <p>The personal data collected by the Foundation are never made available, sold, shared, or disclosed to third parties, nor used for any purposes other than those described in this Digital Policy.</p> <p>The personal data of purchasers and visitors are not transferred to, nor stored outside, the European Union.</p>
Retention Period of Personal Data	<p>Without prejudice to the rights of purchasers, in particular the right to withdraw consent for the processing of their personal data, the Foundation will retain personal data:</p> <ul style="list-style-type: none"> • For as long as such data are necessary for the purposes for which they were collected, such as for the management and performance of contractual obligations, unless longer or specific retention periods apply. • For as long as the purchaser does not withdraw the consent provided. • For the legal periods or those required to comply with legal obligations (where applicable).

	<ul style="list-style-type: none"> For the purposes of exercising or defending rights, for as long as such exercise or defence is possible or necessary, namely until a final and unappealable decision has been issued and/or until prescription/limitation periods have expired.
<p>Security of Personal Data</p>	<p>The Foundation makes reasonable efforts to adopt technical and organisational security measures to protect personal data against unauthorised access, including, among others, restricted-access systems, permission-based controls, and the physical security of facilities and servers.</p> <p>For this purpose, the Foundation has implemented, and regularly implements, appropriate technical and organisational security measures, as required by law and/or considered adequate and reasonable within the Foundation’s sector of activity, in order to protect personal data against unauthorised access, use, or disclosure.</p> <p>We also take the necessary steps to ensure that we use your personal information only in accordance with this Digital Policy and that we honour the choices and permissions you have granted to us.</p> <p>IT IS, HOWEVER, THE RESPONSIBILITY OF PURCHASERS TO ENSURE THAT THEY ADOPT APPROPRIATE SECURITY MEASURES BOTH IN THE TRANSMISSION AND STORAGE OF PERSONAL DATA, INCLUDING, FOR EXAMPLE, PROTECTING THEIR DEVICES AND APPLICATIONS, ENSURING THEY HAVE MEANS TO RECOVER TRANSMITTED OR STORED DATA, KEEPING ACCESS CREDENTIALS CONFIDENTIAL, AND USING APPROPRIATE SOFTWARE TO AVOID THE RISK OF INTRUSION OR UNAUTHORISED ACCESS TO THEIR DEVICES, SYSTEMS, AND DATA, AS WELL AS TO PROTECT AGAINST COMPUTER VIRUSES, MALWARE, AND WORMS.</p>
<p>Rights of Purchasers and Visitors as Data Subjects</p>	<p>The purchaser and/or visitor, as a data subject whose personal data are processed by the Foundation, has the right to:</p> <ul style="list-style-type: none"> Be informed about the processing of their personal data and to access such data. Obtain the rectification or deletion of inaccurate or outdated personal data. Object to or request the restriction of processing, in the cases provided for by law. Withdraw their consent whenever the processing is based on consent (without such withdrawal affecting the lawfulness of processing carried out up to that date). <p>Additionally, whenever the processing of personal data is carried out by automated means (for example, when a booking is made through functionalities, forms, or applications whose information is automatically processed to execute a registration or order), the purchaser also has the right to:</p>

	<ul style="list-style-type: none"> • Data portability, including receiving their personal data in a structured, commonly used, and machine-readable format, and to request the transmission of such data to another controller indicated by them. • Not be subject to any decision based solely on automated processing of personal data, including profiling, which produces legal effects concerning them or significantly affects them in a similar manner. <p>The purchaser may exercise the above-mentioned rights, at no cost and at any time, in writing, by email to info@albuquerquefoundation.pt, or by postal communication, with the subject “Personal Data Processing”, to the following address:</p> <p>Largo da Meia Laranja, 1,2710-321 Sintra, Lisbon, Portugal</p> <p>The exercise of the above rights does not exclude the purchaser’s right to lodge a complaint with the Portuguese Data Protection Authority (Comissão Nacional de Proteção de Dados – CNPD), either by telephone (+351 213 928 400) or by email (geral@cnpd.pt).</p>
<p>Other Complaints</p>	<p>The consumer purchaser has the right to submit a complaint related to any digital transaction covered by this Digital Policy through the Foundation’s Digital Complaints Book.</p> <p>In the event of a dispute or conflict with the Foundation, the purchaser may also resort to the Lisbon Consumer Dispute Arbitration Centre, using the following contacts:</p> <ul style="list-style-type: none"> • Rua dos Douradores, 116, 2º 1100-207 Lisbon Tel: +351 218 807 030 Fax: +351 218 807 038 Email: juridico@centroarbitragemlisboa.pt director@centroarbitragemlisboa.pt Website: www.centroarbitragemlisboa.pt <p>If the purchaser is a consumer residing in another Member State, they may submit a complaint through the European Consumer Centre.</p> <p>For more information, please consult the Consumer Portal at https://cec.consumidor.gov.pt/.</p>
<p>Final provisions</p>	<p>Please consult the Privacy Policy, the Terms and Conditions, and the Cookie Policy available on the Foundation’s website for further information.</p> <p>For information regarding the cookies used by the BOL Online Ticket Office, please refer to the BOL Privacy Policy.</p>
<p>Contacts</p>	<p>For further information or if you wish to clarify any question, please contact us at: info@albuquerquefoundation.pt</p>