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## Terms of use | CARRIS website

### 1. General information

The following are the terms of the agreement legally applicable between the user and CARRIS.

1.1. By accessing, browsing or using this website, the user acknowledges having read, understood and agreed to be bound by these Terms of Use and Privacy Policy. If the user does not agree to these Terms of Use and Privacy Policy, he should not use this website.

1.2. The use of this website is the sole responsibility of the user. All materials, information, products, software, programs and services are provided without any guarantees.

1.3. CARRIS owns this website, and unless expressly stated otherwise, all its contents, which are protected by national and international standards of industrial and intellectual property.

1.4. CARRIS does not guarantee uninterrupted, timely, safe and error-free operation of this website.

### 2. Contents

2.1. The contents of this website may only be used for personal information, therefore, any documents published by CARRIS may be viewed, copied, printed and/or distributed, provided that the reference to CARRIS is made and that all messages and mentions regarding copyright are kept.

2.2. The use of any content of this website for commercial purposes is hereby prohibited, therefore no content of this website may be modified, transmitted, reproduced, published, licensed, transferred or sold without the prior written consent of CARRIS.

2.3. The contents on this website are available in Portuguese and English, without CARRIS assuming any guarantees or commitments related to the accuracy of the translation.

2.4. The user's failure to comply with the terms, conditions and notices contained in this website shall result in the automatic termination of all rights granted to the user, without prior notice, so the user will have to destroy copies of downloaded materials that are in his possession or control.

### 3. Exclusions

3.1. The information provided by CARRIS on this website does not exempt the consultation of the official means of disclosure.

3.2. CARRIS does not guarantee the accuracy, precision, timeliness and completeness of the information provided on this website, therefore, is not liable, under any circumstances, for any personal injury, loss or damage to property, either direct or indirect, derived from the use or the inability to use this website, its contents or any other website or resource connected to it.

3.3. This website contains links to third party websites, which are intended only for the convenience of the users, consequently, CARRIS assumes no responsibility for the accuracy,

updating of content, information or the respective terms of use and privacy policies of such websites.

3.4. When the user accesses a non-CARRIS website, even if it bears the CARRIS brand, the user should be aware that it is an independent website and that CARRIS has no control over the content of such website. It is the user's responsibility to take appropriate precautions to protect against viruses, worms, trojan horses and other potentially destructive programs, as well as to protect their information, as deemed appropriate.

#### **4. Confidential Information**

4.1. The user who submits forms containing personal data on the CARRIS website shall be considered the data subject of such information. The personal data collected are voluntarily submitted by the users, who give their express, free and informed consent for their processing by CARRIS, in accordance with the purposes described in the Terms of Use and Privacy Policy and in the respective forms.

4.2. The personal data collected on the CARRIS website is intended for the exclusive use of CARRIS and, subject to the client's consent, it will be used for the following purposes:

- Conveying information regarding the CARRIS service;
- Conveying communication campaigns.

4.3. The data shall be retained by CARRIS until the respective data subject requests CARRIS the erasure of such data or the withdrawal of the consent for processing, or until the purposes mentioned in the preceding paragraph cease to be verified. In such cases, CARRIS eliminates all data collected within the maximum period of [15] days after the date of the event that determines the erasure of the data.

4.4. CARRIS shall adopt the security measures it deems necessary to ensure the privacy and protection of the personal data of the users in order to protect them from any misuse or unauthorized access.

4.5. The personal data collected on this website shall, in no event, be made available, sold, shared or disclosed to third parties, nor used for any purpose other than those described at the time of its collection, unless: (a) CARRIS obtains explicit consent from the user for such purpose; or (c) CARRIS is obliged to do so by legal imperatives.

4.6. The only information collected and stored during normal use of the website is the typical server activity information, which is used to generate statistics and measure activity on the website for the benefit of its users.

4.7. In order to provide a more personalized service, CARRIS also uses "cookies" to collect and store information. A "cookie" is a small informative file that is placed on the user's computer and allows to recall the choices made by that user, as well as dates and previous routes on the website. The user may configure his computer so that it rejects the installation of such "cookie".

4.8. All browsers allow the user to accept, decline or delete cookies, for instance by selecting the appropriate settings in their browser. You may configure cookies on the "options" or "preferences" menu of your browser. However, disabling cookies may prevent some Web services from functioning correctly, partially or totally affecting the website's navigation.

4.9. Under the Personal Data Protection Legislation in force in the European Union, all registered users have the right to access information concerning their personal data, which has been stored by CARRIS, for the purposes of updating, rectification and/or elimination. Data subjects may also withdraw their consent to the processing of their personal data. The exercise of these rights must be carried out via the email address [dados@carris.pt](mailto:dados@carris.pt).

4.10. In case of non-compliance with the processing of personal data by CARRIS, it is stated that the data subject may file a complaint to the National Data Protection Supervisory Authority.

4.11. The data protection officer of CARRIS may be contacted for the purposes provided for in the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27.04.2016, amended on 19.04.2018], via:

Email: [dados@carris.pt](mailto:dados@carris.pt)

Postal Letter: Estação de Miraflores | Alameda António Sérgio, nº 62 | 2795-221 Linda-a-Velha

## **5. Information update**

5.1. The Terms of Use and Privacy Policy herein were created on January 28, 2019.

5.2. CARRIS may, at any time, without prior notice to the user, revise these Terms of Use and Privacy Policy or any other information contained on this website, proceeding to its update. CARRIS may also introduce improvements or changes to the products, services or programs described on this website at any time without notice.

## **6. Contacts**

In case of doubt or for further information contact: 21 361 30 00.

## Cookie Policy | CARRIS website

We use cookies on our website to improve performance and your experience as a user. This document explains how we do this.

### What are cookies?

"Cookies" are small text files that are stored on your computer or mobile device through the Internet browser that gather information related only to your preferences, not your personal data. The use of cookies enables the website to recognise the device the next time the user visits it.

The term "cookies" is used in this policy to refer to all files that gather information in this way.

The cookies used do not gather information that can identify users. Cookies collect generic information, such as how users accessed the website, or the country zone(s) they accessed the website from, etc.

Cookies only gather information related to your preferences. Users may, at any time, through their Internet browser, decide to be notified about the receipt of cookies, or block cookies from being stored on their system.

Refusing to accept cookies on a website may result in users being unable to access certain areas, or to receive personalised information.

### What are Cookies used for?

Cookies help determine the usefulness, interest in and number of uses of the websites on which they are stored, enabling users to navigate more quickly and efficiently, and eliminating the need to enter the same information over and over again.

### How do I manage cookies?

As already explained, cookies help you get the most out of our websites.

All Internet browsers allow users to accept, refuse or delete cookies, by selecting the appropriate settings in the Internet browser.

Even after accepting cookies, users can always disable some or all of our cookies. Follow the instructions below to do this:

#### Configuring Cookies in Internet Explorer - Disabling cookies

- Click on the "Tools" menu and select "Internet Options";
- Select the "Privacy" tab;
- Move the slider to the top, where the phrase "Block all cookies" will appear.

Note: There are various levels of cookie enablement and disablement in Internet Explorer. For more information on cookies settings in Internet Explorer, see the following Microsoft page:

<http://windows.microsoft.com/pt-PT/windows-vista/Block-or-allow-cookies>

### **Configuring Cookies in Mozilla Firefox - Disabling cookies**

- Click on the "Tools" menu;
- Select "Options";
- Click on the "Privacy" icon in the panel along the top;
- In the "Cookies" section, disable the option "Accept cookies from sites";
- Click on "OK" to save the changes, and close.

Note: There are various levels of cookie enablement and disablement in Mozilla Firefox. For more information on cookies settings in Mozilla Firefox, see the following page:

<http://support.mozilla.org/>

### **Configuring Cookies in Chrome - Disabling cookies**

- Click on the Chrome menu in your browser toolbar.
- Select "Settings".
- Click on "Show advanced settings".
- In the section "Privacy", click on the button "Content settings".
- Select the option "Block sites from setting any data".

The following settings can be altered in the "Cookies" section:

- Delete cookies
- Block cookies by presetting
- Allow cookies by presetting
- Keep cookies and data on the Website by presetting before leaving the Internet browser
- Manage exceptions for cookies of Websites or specific domains.

Note: There are various levels of cookie enablement and disablement in Google Chrome. For more information on cookies settings in Google Chrome, see the following page:

<http://support.google.com/chrome/bin/answer.py?hl=pt&answer=95647&topic=14666&ctx=topic>

### **Configuring Cookies in Safari Web and iOS - Disabling cookies**

- Click on "Edit";
- Select "Preferences";
- In the panel at the top, select the "Privacy" icon;
- In the section "Accept cookies", select "Never".

Note: There are various levels of cookie enablement and disablement in Safari. For more information on cookie settings in Safari, see the following page:

[http://support.apple.com/kb/HT1677?viewlocale=en\\_US](http://support.apple.com/kb/HT1677?viewlocale=en_US)

### **Other Internet browsers**

Please search in the "Help" menu of the Internet browser, or contact the Internet browser supplier.

NOTE: Some pages may not work properly if you disable cookies.

**Links**

For more information about cookies and their use, we suggest you consult the following link:

[www.allaboutcookies.org](http://www.allaboutcookies.org)

## Privacy Policy | Social networks

### Terms and conditions

Companhia Carris de Ferro de Lisboa (CARRIS) created a Facebook and Instagram page, with the objective of establishing a closer and more effective channel of communication with the public.

The use of these channels is subject to the principle of tolerance, privacy and respect, ensuring the company for the proper functioning of its pages.

In this way, comments made by users can be deleted if:

- Disrespect the terms of use and privacy established by Facebook and Instagram;
- Personal attacks of any kind are considered;
- Be offensive comments that aim to denigrate races, religious groups, sex, sexual orientation, disability, political and ideological ideals and / or that violate human rights;
- Contain language that is considered offensive or in some way appeal to violence, verbal or physical;
- Contain personal data, namely mobile or phone numbers, email addresses, BI, TIN or address;
- Are considered SPAM;
- Violate copyrights or intellectual property rights, as well as identifiable actors: videos, photographs or texts that are not owned by the user and / or without the express authorization of the owner must not be published;
- Are considered abusive advertising to other brands, products and / or services.
- The publications made by the users of the page are their exclusive responsibility, and CARRIS cannot give guarantees as to their accuracy and veracity.
- When commenting on these pages, the user assumes that he has read, understood and accepted the rules adjacent to the Terms and Conditions stated above.

On Facebook, contests may occasionally be launched that are open to all users of this social network. The participation criteria and conditions will be published in the respective posts. There may be contests with more elaborate regulations that will be published on their own page linked to the publication.

The privacy policy of CARRIS Social Networks is subject to change or modification at any time.

Update: 15/05/2019



## Privacy Policy | APP CARRIS

Companhia Carris de Ferro de Lisboa, E.M., S.A built the Carris app as a Free app.

This SERVICE is provided by Companhia Carris de Ferro de Lisboa, E.M., S.A at no cost and is intended for use as is.

This page is used to inform visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service.

If you choose to use our Service, then you agree to the collection and use of information in relation to this policy. The Personal Information that we collect is used for providing and improving the Service. we will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which is accessible at Carris unless otherwise defined in this Privacy Policy.

### Information Collection and Use

For a better experience, while using our Service, we may require you to provide us with certain personally identifiable information, including but not limited to Daily Usages, Crashes. The information that we request will be retained by us and used as described in this privacy policy.

The app does use third party services that may collect information used to identify you.

Link to privacy policy of third party service providers used by the app

[Google Play Services](#)

[Firebase Analytics](#)

[Fabric](#)

[Crashlytics](#)

### Log Data

We want to inform you that whenever you use our Service, in a case of an error in the app we collect data and information (through third party products) on your phone called Log Data. This Log Data may include information such as your device Internet Protocol ("IP") address, device name, operating system version, the configuration of the app when utilizing our Service, the time and date of your use of the Service, and other statistics.

### Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

This Service does not use these “cookies” explicitly. However, the app may use third party code and libraries that use “cookies” to collect information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of this Service.

### **Service Providers**

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or
- To assist us in analyzing how our Service is used.

We want to inform users of this Service that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

### **Security**

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

### **Links to Other Sites**

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. we have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

### **Children’s Privacy**

These Services do not address anyone under the age of 13. we do not knowingly collect personally identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parente or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

### **Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. we will notify you of any changes by posting the new Privacy

Policy on this page. These changes are effective immediately after they are posted on this page.

### **Contact Us**

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us: [dados@carris.pt](mailto:dados@carris.pt)

This privacy policy page was created at [privacypolicytemplate.net](https://privacypolicytemplate.net) and modified/generated by [App Privacy Policy Generator](#)