

CANNES | TICKET

Privacy policy

Last updated on: 31/03/25

This confidentiality policy defines and informs you of the way in which the *Société d'Economie Mixte pour les Evénements Cannois* (hereinafter '*SEMEC*') uses and protects the personal data you send us when you use this website.

The terms and concepts used in this privacy policy (hereinafter 'the Policy') correspond to those set out in the General Data Protection Regulation 2016/679 of 27 April 2016 (hereinafter '*GDPR*').

The Policy may be amended or supplemented at any time by SEMEC, in order to comply with any changes in legislation, regulations, case law or technology. In such cases, the date of the latest update will be clearly visible at the top of the document. The Policy should therefore be consulted regularly to take note of any changes.

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1. Identity of the Data Controller

The Data Controller is the *Société d'Economie Mixte pour les Evènements Cannois*, RCS CANNES 383 150 232, whose registered office is located at: La Croisette CS 30051 - 06414 Cannes Cedex.

SEMEC's contact details are as follows:

Telephone: +33 (0)4 92 98 62 77

Mail: rgpd@palaisdesfestivals.com

2. Data Protection Officer (DPO)

Our Data Protection Officer is Ms. Julia PIRINOLI, a lawyer at the Grasse Bar.

Contact details: rgpd@palaisdesfestivals.com

3. Purposes of processing

We only process your personal data for the following purposes:

- Providing the information or services that you request (newsletter, creating your customer area, purchasing tickets for shows, subscriptions, etc.).
- Collecting information to improve the SEMEC's sites, services and products (in particular, via cookies, etc.).

All the processing operations carried out along with their purposes are set out and can be viewed in the personal data processing operations table in [Appendix 1](#).

4. Legal basis for processing

Your personal data is only collected in the cases provided for by the regulations in force, i.e. the existence of a legitimate interest in the use of your data and your consent to its use

The data collected to satisfy a legitimate interest is intended solely to improve and ensure the accessibility of our site, our services and our products. In any event, we constantly weigh up our legitimate interest in carrying out necessary and proportionate processing against your interests, rights and fundamental freedoms.

As these legal bases are distinct and specific to the processing operation concerned, all the processing operations carried out and their legal bases are set out and can be consulted in the personal data processing operations in [Appendix 1](#)

We guarantee that only data which is strictly necessary to satisfy the purposes defined in [Article 3](#) are collected. Consequently, if you fail to respond to a request, the services or information requested may be affected.

5. Category of personal data processed

Depending on the purpose for processing the data and the services and products requested, we may process different categories of personal data:

- Identification details (surname, first name),
- Contact details (e-mail address, postal address, telephone number),
- Orders placed,
- Data linked to your browsing activity (cookies).

As the personal data processed is distinct and specific to the processing concerned, any processing carried out is set out and can be viewed in the personal data processing table, in [Appendix 1](#)

6. Bank details

The information provided when you enter your bank details is encrypted to protect all sensitive data as effectively as possible during payment. The online payment transaction is handled by the SOGENACTIF system. This transaction is carried out using a secure SSL encrypted system. Under no circumstances and at no time will your card number, or any other confidential data linked to it, be communicated to us or pass through our servers.

7. Recipients of personal data

We are the sole recipients of the personal data we process. This data, whether in individual or aggregated form, is never transmitted to a third party, notwithstanding the processors we use to ensure the proper fulfilment of the purposes set out in [Article 3](#). In such cases, we guarantee and ensure that these processors comply fully with the regulations in force.

Neither we nor our processors ever sell your personal data.

8. Storage period for personal data

We store your personal data for only as long as is strictly necessary for the collection purposes set out in [Article 3](#).

As the retention periods are distinct and specific to the type of data collected, all the processing operations carried out and their storage periods are set out and can be viewed in the personal data processing operations data in [Appendix 1](#)

9. Protecting your personal data

We guarantee to implement appropriate technical and organisational measures in accordance with applicable legal provisions, to protect your personal data against alteration, accidental or unlawful loss, use, disclosure or unauthorised access. These measures include, but are not limited to:

- Appointing a Data Protection Officer,
- Raising awareness of confidentiality requirements among all our employees,
- Securing access to our premises and IT platforms,
- Implementing an overarching corporate IT security policy,
- Securing data access, sharing and transfers, and
- Setting high data protection standards when selecting our processors and partners.

10. Personal data rights

10.1. User rights

You have the following rights concerning your personal data:

- **Right of access:** you are entitled to obtain confirmation of the processing of your personal data and a certain amount of information about the processing; please note however, that this information is provided in this document.

- **Right to rectification:** you have the right to obtain from the Controller the rectification of personal data that is inaccurate or incomplete.

- **Right of erasure:** also known as the 'right to be forgotten': you have the right to obtain from the Controller the erasure of personal data when it is no longer necessary for the purposes for which it was collected or when you object to your personal data being processed.

- **Right to restriction of processing:** you have the right to obtain from the Controller the restriction of the processing of personal data when you dispute the accuracy of such data, when the period for storing personal data has expired but you still need to store the personal data for establishing, exercising or defending a legal claim, or if you have objected to its processing.

- **Right to data portability:** you have the right to receive the personal data you have provided in a readable format, or to ask SEMEC to send the personal data you provided to another data controller.

- **Right to object:** on grounds of your personal situation, and at any time, you have the right to object to your personal data being processed where such objection concerns direct marketing purposes, including profiling.

- **Withdrawal of consent:** You have the right to withdraw your consent to SEMEC processing your personal data in the future, where such processing is based on consent.

10.2. How to exercise these rights

To exercise your rights, please send an e-mail specifying your request to the following address: rgpd@palaisdesfestivals.com

In accordance with Article 12 of the GDPR and in view of the obligation of security and confidentiality incumbent upon us in processing personal data, your request will be processed provided you can prove your identity, in particular by producing a scan of both sides of your valid identity document. This proof of identity will be destroyed immediately after you have exercised your right.

In any event, an email will be sent to you to confirm receipt of your request. Your request will be processed within a maximum of one month. In addition, you may unsubscribe from our electronic communications at any time using the options available within these mailings.

11.Complaints to the CNIL

If, despite our efforts to protect the confidentiality of your personal data, you feel that your rights have not been respected, you have the right to lodge a complaint with the French data protection regulator, *the Commission Nationale de l'Informatique et des Libertés* (CNIL). You can send a request electronically by clicking on the following link: <https://www.cnil.fr/fr/plaintes/internet> or by contacting them by post at the following address: Commission Nationale de l'Informatique et des Libertés (CNIL), 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07.

12.Cookies

SEMEC uses cookies to ensure this website functions properly and to monitor and analyse visitor traffic. A 'cookie' is a small data file sent to the data subject's browser by a web server and stored on the hard disk of their computer or other IT device. There is no risk of damaging this equipment.

The data collected via cookies is solely and strictly intended for SEMEC's use, in compliance with applicable data protection law. Cookies from third-party publishers (Google, Facebook, Twitter) allow these publishers to access the information collected via their cookies, in accordance with the terms and conditions set out in the table below.

As a data subject, you are free to consent to all or some of the cookies (other than those strictly necessary for the operation of the website) used by SEMEC. You can make your choice when you first connect by clicking on the categories of cookies you would like to accept. You are also free to withdraw your consent to the use of cookies at any time by clicking on the link "Cookies" in the footer of cannestickets.com

You can also set your browser to accept or disable cookies.

Instructions on cookies for the most commonly used browsers are available at the following links:

- Windows Internet Explorer®: <https://support.microsoft.com/fr-fr/help/17442/windows-internet-explorer-delete-manage-cookies>
- Mozilla Firefox®: <https://support.mozilla.org/fr/kb/autoriser-bloquer-cookies-preferences-sites>
- Google Chrome®: <https://support.google.com/accounts/answer/61416?co=GENIE.Platform%253DiOS&hl=en>
- Apple Safari® (iPhone; iPad): <https://support.apple.com/fr-fr/HT201265>
- Apple Safari® (Mac): <https://support.apple.com/fr-fr/guide/safari/sfri11471/mac>
- Google Analytics deactivation: <https://tools.google.com/dlpage/gaoptout>

13.Hyperlinks

This website may contain hyperlinks to third party websites. SEMEC has no control over the content of third-party websites referenced by hypertext links. These websites are published by third party companies that are independent of SEMEC. As a result, SEMEC cannot accept any liability for the content, advertising, services or any other information or data available on or from these sites. Consequently, you (the data subject) acknowledge that you alone are responsible for accessing and using these sites. SEMEC may not be held liable for any damage or loss, whether actual or alleged, arising from or in connection with the use of or reliance on the content, goods or services available on these sites.

Data subjects are not authorised to create a hypertext link to this website. Links to this website may only be created with the express prior agreement of the SEMEC.

Appendix 1 - List of types of processing

The table below summarises all the personal data we process, the data we collect for this purpose, how long it is stored and the legal basis on which it is processed.

The storage periods indicated in this appendix may be affected in the event of a dispute or if you have exercised one of the rights listed in [Article 10.1 of the Policy](#).

Processing	Data collected	Legal basis	Goals	Storage period
Newsletter subscription	Email address	Consent	Sending out information and offers on events, on the programming of the Palais des Festivals and its partners	3 years from last contact
Creating an account and validating orders	Surname, first name, email address, country, address, telephone number	Contract fulfilment Consent	Creating a customer area and providing the requested services	2 months after account deletion.
Contact us	Surname, first name, email address, telephone number, job title	Consent	Responding to requests addressed to our staff	6 months after contact
Order history	Customer details, services provided	Contract fulfilment	Tracking and managing orders	2 years after last order
Cookies	Data linked to your browsing	Consent	Providing and optimising services Measuring visitor numbers. Personalising content and advertising	13 months