

COOKIES POLICY

Parques de Sintra



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1. Introduction

The digital platforms belonging to Parques de Sintra – Monte da Lua, S.A. (henceforth Parques de Sintra) use cookies to improve performance and user experience.

Parques de Sintra’s digital platforms use their own and third party cookies. Some cookies are compulsory for browsing (basic and essential cookies), which are activated automatically when the user accesses and uses these digital platforms.

To ensure just the basic functionalities of Parques de Sintra’s digital platforms, the data collected by the basic and essential cookies used on these platforms are compulsory in order to provide a quality service without restricting performance.

To guarantee security, avoid fraud and correct errors, your data may be used to monitor and prevent fraudulent activities and ensure that the systems and processes operate adequately and securely.

To access a better user experience, you can opt for cookies that allow the promotion of advanced functions on Parques de Sintra’s digital platforms.

At any point, you can configure your internet browser to accept or reject new cookies, as well as to deactivate cookies previously stored on your device. Rejecting the use of cookies on Parques de Sintra’s digital platforms can limit or prevent access to some areas and/or content, or limit the reception of personalised information.

2. Purpose

This document (henceforth ‘Cookies Policy’) contains information about cookies and similar technology installed on the user’s device when they visit the domain www.parquesdesintra.pt, which comprehends the official website and the online ticket office subdomain, including the B2B platform, and it should be read before browsing.

Users should also read the Parques de Sintra Privacy Policy.

If you have any further questions, please contact us at this email address: dpo@parquesdesintra.pt.



3. Cookies stored by Parques de Sintra – Monte da Lua, S.A.

3.1. What are they?

Cookies – or similar technology that allows access to the user’s device (which, for reasons of ease, are all referred to in this Cookies Policy as ‘cookies’) – are files that contain a small amount of information and which are sent to the user’s browser from the site they are visiting, then stored on the internal memory of their device (e.g. computer or smartphone) or on their browser. Cookies allow the site to recognise the device and learn, for example, the preferences and browsing actions associated with this device, as well as facilitating the browsing experience and directing personalised marketing at users, as well as other purposes described in this Cookie Policy.

In some cases – cookies essential to the functioning of the site and service provision – they allow browsing and the transmission of information. When cookies are strictly necessary for the functioning of the site or for service provision – in the terms of Article 5 (2) of Law no. 41/2004, of 18 August (in its wording as per the most recent amendment given by Law no.46/2012, of 28 August) – they will be stored on the user’s device at the time of visiting the site. Otherwise, this only takes place once consent is given.

As a rule, Parques de Sintra only collects anonymous information that does not allow it to learn the identity of a specific user, associating the information to a given device, but without knowing the user’s identity, with the exception of the cases indicated. Information relating to IPs can be used to prevent improper use of the services provided by Parques de Sintra, being used to safeguard the legitimate interest of Parques de Sintra in preventing this improper use (prevention of and fighting attempted fraud). More detailed information can be found in the Parques de Sintra Privacy Policy.

3.2. Purposes and Functions

The management of cookie definitions on Parques de Sintra’s digital platforms aims to give users as much information as possible about the types of cookies used to make it possible to explore the digital platforms of Parques de Sintra and its partners, as well as the corresponding legal description.

Cookies have different purposes and functions.

Purposes: these are the purposes of the data processing carried out by Parques de Sintra and its partners and which are dependent on the user’s consent.

- Purpose 1: To store and/or access information on a device;
- Purpose 2: To select basic advertisements;



- Purpose 3: To create a profile of personalised advertisements;
- Purpose 4: To select personalised advertisements;
- Purpose 5: To create a profile of personalised content;
- Purpose 6: To select personalised content;
- Purpose 7: To measure the performance of the advertisement;
- Purpose 8: To measure the performance of the content;
- Purpose 9: To apply market research results to generate perspectives on the public.
- Purpose 10: To develop and improve products.

Functions: in respect of the functions of personal data processing related to the Purposes.

- Function 1: To compare and combine sources of offline data;
- Function 2: To link different devices;
- Function 3: To receive and use the device's characteristics which are sent automatically for identification.

Special Purposes: these are the purposes of the data processing carried out by partner entities, which are not dependent on the user's consent.

- Special Purpose 1: To guarantee security, avoid fraud and correct errors;
- Special Purpose 2: To offer personalised advertisements or content.

3.3 How long do they last?

There are session cookies – which normally expire when the user disconnects the browser, whose purpose only lasts for one session (e.g. saving objects in a shopping trolley) – and persistent cookies, which remain beyond the end of the session, and which allow the site to recognise the device in future interactions. The website dedicated to ticket sales only uses session cookies.

3.4 Who do they belong to?

There are also original cookies (first-party cookies), installed on the user's device by Parques de Sintra, and third-party cookies, installed by a different domain than the one visited, due to the fact that Parques de Sintra has these cookies incorporated in its page. These cookies involve the transfer of the user's information to third-party entities, after the user gives their consent on the digital platform, for which reason their respective cookie and privacy policies should also be consulted.



3.5 What kind are they?

Cookies that are strictly necessary do not depend on the prior consent of the user and are essential to the functioning of the website or the provision of services (e.g. use of shopping trolleys, reserved log-in areas, security measures for bank payments).

Performance and statistics cookies allow for the collecting of information about the way the Parques de Sintra website is used, such as browsing habits and number of users visiting the site, the length of each visit and which pages are visited. This allows Parques de Sintra to improve the site and adapt it to best suit the way in which it is used.

Functionality cookies allow for the recognition of a user when they return to the Parques de Sintra website, which allows for the personalisation of some content (e.g. remembering previous language selection).

Marketing cookies allow for personalised marketing to be directed at the user according to their interests.

3.6 Which cookies are used?

3.6.1. Parques de Sintra's official website

3.6.1.1. The following cookies (or similar technology) are compulsory and cannot be deactivated, as they are necessary for the provision of services available on the website and for its functioning.

Cookie	Description	Type	Validity
__cfduid	Used by the content network, Cloudflare, to identify reliable web traffic.	HTTP	29 days
t3D	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tADe	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent



tADu	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tAE	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tC	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tMQ	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tnsApp	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
TPL	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tTDe	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent

tTDu	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tTE	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
tTf	Presentation of content. Maintains the correct state of fonts, sliding blog / image controls, colour themes and other website configurations.	HTML	Permanent
fevercookie-optional-state	Records the user's choice in relation to the use or rejection of other cookies.	Technical	12 months
Fevercookie-optional-analytics-cookies	Records the user's choice in relation to the use or rejection of other cookies.	Technical	12 months
V3.icon-arrow	Presentation of elements	HTML	Permanent
V3.icon-arrow-down	Presentation of elements	HTML	Permanent
V3.icon-arrow-left	Presentation of elements	HTML	Permanent
V3.icon-arrow-right	Presentation of elements	HTML	Permanent
V3.icon-calendar	Presentation of elements	HTML	Permanent
V3.icon-clock	Presentation of elements	HTML	Permanent
V3.icon-close	Presentation of elements	HTML	Permanent
V3.icon-email	Presentation of elements	HTML	Permanent
V3.icon-Facebook	Presentation of elements	HTML	Permanent
V3.icon-globe	Presentation of elements	HTML	Permanent
V3.icon-guide	Presentation of elements	HTML	Permanent
V3.icon-instagram	Presentation of elements	HTML	Permanent
V3.icon-LinkedIn	Presentation of elements	HTML	Permanent
V3.icon-map	Presentation of elements	HTML	Permanent
V3.icon-phone	Presentation of elements	HTML	Permanent
V3.icon-pic-accessibility	Presentation of elements	HTML	Permanent

V3.icon-pic-business	Presentation of elements	HTML	Permanent
V3.icon-pic-clean-magic	Presentation of elements	HTML	Permanent
V3.icon-pic-family	Presentation of elements	HTML	Permanent
V3.icon-pic-group	Presentation of elements	HTML	Permanent
V3.icon-pic-guide	Presentation of elements	HTML	Permanent
V3.icon-pic-school	Presentation of elements	HTML	Permanent
V3.icon-search	Presentation of elements	HTML	Permanent
V3.icon-ticket	Presentation of elements	HTML	Permanent
V3.icon-Twitter	Presentation of elements	HTML	Permanent
V3.icon-Youtube	Presentation of elements	HTML	Permanent

3.6.1.2. The following cookies (or similar technology), installed by a different domain than the one visited due to Parques de Sintra having incorporated them on their website (third-party cookies), will be installed once consent is obtained:

Cookies:	Description	Type	Validity
_gat	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	Session
_fbp	Cookies used by Facebook to track visits and direct marketing campaigns.	Statistics / Marketing	3 months
_gid	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	Session
_ga	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	24 months



3.6.2. Online ticket office platform

3.6.2.1. The following cookies (or similar technology) are compulsory and cannot be deactivated, as they are necessary for the provision of services available on the website and for its functioning.

Cookie	Description	Type	Validity
HASH_SAP.NET_SessionId	This cookie is used to create a session identification for the user, so that the system can identify the user as a unique and single individual, unlike any other user who views the site.	HTTP	Session
ASP.NET_SessionId	This cookie is used to create a session identification for the user, so that the system can identify the user as a unique and single individual, unlike any other user who views the site.	HTML	Permanent

3.6.2.2. The following cookies (or similar technology), installed by a different domain than the one visited due to Parques de Sintra having incorporated them on their website (third-party cookies), will be installed once consent is obtained:

Cookies:	Description	Type	Validity
fevercookie-optional	Save the user's choice regarding the use or non-use of other cookies	Technical	12 months
_fbp	Cookies used by Facebook to track visits and direct marketing campaigns.	Statistics / Marketing	3 months
_gid	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	Session
_ga	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	24 months

_gat_UA-71826675-1	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	24 months
xvtckookiepref	User preferences within the online ticket office domain /xopvision sales	Technical	30 days

3.6.3. B2B platform

3.6.2.1. The following cookies (or similar technology) are compulsory and cannot be deactivated, as they are necessary for the provision of services available on the website and for its functioning.

Cookie	Description	Type	Validity
Xopvisionb2c	This cookie is used to create a session identification for the user, so that the system can identify the user as a unique and single individual, unlike any other user who views the site.	HTTP	30 days
ASP.NET_SessionId	This cookie is used to create a session identification for the user, so that the system can identify the user as a unique and single individual, unlike any other user who views the site.	HTML	Permanent
xvtckookiepref	User preferences within the online ticket office domain /xopvision sales	Technical	30 days

3.6.2.3. The following cookies (or similar technology), installed by a different domain than the one visited due to Parques de Sintra having incorporated them on their website (third-party cookies), will be installed once consent is obtained:

Cookies:	Description	Type	Validity
fevercookie-optional	Save the user's choice regarding the use or non-use of other cookies	Technical	12 months



_fbp	Cookies used by Facebook to track visits and direct marketing campaigns.	Statistics / Marketing	3 months
_gid	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	Session
_ga	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	24 months
_gat_UA-71826675-1	Cookies used by Google Analytics and/or Google Tag Manager. They are used to track statistics on visits to the site.	Statistics / Marketing	24 months

4. Can I deactivate cookies?

Although cookies help users get maximum benefit from Parques de Sintra’s digital platforms, you can choose to deactivate the cookies that are part of the Advanced Functions, such as the Personalisation Cookies and Social Cookies, Precise Geolocation Data and Identifying Through Search for Devices; Personalised Advertisements and Content, Measuring Advertisements and Content, Perspectives on the Public and Product Development; Storage and/or Access to Information on a Device, which are found on the internet browser, through the settings management tool.

However, by deactivating cookies, Parques de Sintra’s digital platforms will perform differently, with a lesser quality of service.

If you choose to remove the cookies that are part of the Advanced Functions placed on our digital platforms, you run the risk of deactivating certain services and functions.

To modify your definitions or deactivate the use of cookies, you can also follow the instructions provided on your internet browser or device (normally located in ‘Settings’ or ‘Preferences’). Below, we list some useful links relating to internet browsers:



Microsoft Edge | <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

Microsoft Internet Explorer | <https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer>

Mozilla Firefox | <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Google Chrome | <https://support.google.com/chrome/answer/95647>

Apple Safari | <https://support.apple.com/en-us/HT201265>

Opera | <https://www.opera.com/help/tutorials/security/privacy/>

5. Questions?

If you have any questions relating to cookie management on Parques de Sintra's digital platforms, you can contact the Parques de Sintra Data Protection Officer at the email address dpo@parquesdesintra.pt.

For more information on the way Parques de Sintra deals with personal data processing, see our Privacy Policy.

6. Applicable Laws

[General Data Protection Regulation \(GDPR\)](#): Regulation (EU) 2016/679 of the European Parliament and Council, of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119 of 4.5.2016).

[Decree Law No. 58/2019 of 8 August](#): This ensures the implementation, within the national legal system, of Regulation (EU) 2016/679 of the Parliament and Council, of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing.

[Decree Law No. 46/2012 of 29 August](#): This implements Directive no. 2009/136/EC, in the part amending Directive no. 2002/58/EC, of the European Parliament and Council, of 12 July, concerning the processing of personal data and the protection of privacy in the electronic communications sector, making a first amendment to Law no. 41/2004, of 18 August, and a second amendment to Decree-Law no. 7/2004, of 7 January.

