

# Privacy Policy for the Loyalty Program



*Updated on 03/06/2026*

## **Preamble**

The Extime Rewards loyalty program is offered by Aéroports de Paris, a public limited company with share capital of €296,881,806, whose registered office is located at 1 rue de France, 93290 Tremblay-en-France (France), registered with the Bobigny Trade and Companies Register under number 552 016 628 (hereinafter “Paris Aéroport”).

The Extime Rewards loyalty program (hereinafter the “Extime Rewards Loyalty Program”) is intended to provide its members with the benefits described in the [Terms of Use of the Extime Rewards Loyalty Program](#).

In accordance with Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter the “GDPR”), and French Law No. 78-17 of January 6, 1978 relating to information technology, files and freedoms, as amended by Law No. 2018-493 of June 20, 2018 relating to personal data protection (hereinafter collectively referred to as the “Data Protection Regulations”), Paris Aéroport is responsible for processing your personal data.

This personal data policy aims to inform members of the Extime Rewards Loyalty Program about the commitments and practical measures taken by Paris Aéroport to ensure the protection of their personal data.

## **Definitions**

“**Personal data**” means any information relating to an identified or identifiable natural person. An identifiable natural person is a person who can be identified, directly or indirectly, in particular by reference to an online identifier or to one or more factors specific to their physical, physiological, genetic, mental, economic, cultural or social identity.

“**Processing**” means any operation or set of operations performed on personal data or sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**“Member”** means any person who has accepted [the Terms of Use of the Extime Rewards Loyalty Program](#) and therefore benefits from said program.

Our **“Sites”** means our websites [www.parisaeroport.fr](http://www.parisaeroport.fr) and [www.extime.com](http://www.extime.com) and/or the Paris Aéroport mobile application.

### **Purpose of Processing Members’ Personal Data**

The processing of your personal data carried out by Paris Aéroport serves the following purpose: managing and operating the Extime Rewards Loyalty Program.

More specifically, your personal data is used to:

- Manage your membership in the Extime Rewards Loyalty Program.
- Allow you to accumulate loyalty points when making purchases in partner stores of the Loyalty Program and when using certain services offered by Paris Aéroport, as described in the Terms of Use of the Extime Rewards Loyalty Program.
- Allow you to convert your loyalty points into partner loyalty points.
- Allow you to benefit from commercial offers and services facilitating your journey within Paris-Charles de Gaulle or Paris-Orly airports (hereinafter collectively or individually referred to as the “Airport”).
- If you wish, send you updates related to the Extime Rewards Loyalty Program, as well as personalized commercial offers and services adapted to your profile.
- Manage any complaints you may submit.

This processing is based on the performance of the Terms of Use of the Extime Rewards Loyalty Program, namely the contract to which you are a party as part of your membership in the Program.

Your personal data is also processed for our legitimate interest, sometimes using an artificial intelligence tool, in order to better understand Members and provide you with personalized offers suited to your profile. You may request to stop receiving these offers by unchecking the relevant box in your customer account or by contacting our Data Protection Officer (according to the procedures described below)

Regarding our commercial prospecting activities, you may choose to receive promotional emails, SMS messages, WhatsApp messages and push notifications from us. The legal basis for this processing is your consent. You may withdraw your consent at any time by

changing your settings in your account via [www.parisaeroport.fr](http://www.parisaeroport.fr), [www.extime.com](http://www.extime.com) or the Paris Aéroport application, by clicking the unsubscribe link at the bottom of each email, or by contacting customer service.

Your personal data may also be processed for our legitimate interest in detecting and preventing any fraudulent or abnormal use of the Extime Rewards Loyalty Program.

### **Personal Data Processed**

Paris Aéroport ensures that only data strictly necessary for the purpose of the processing is collected and processed.

### **Your Contact and Identification Data**

When joining the Extime Rewards Loyalty Program via [www.parisaeroport.fr](http://www.parisaeroport.fr), [www.extime.com](http://www.extime.com) or the Paris Aéroport application, your title\*, surname\*, first name\*, date of birth, email address\*, postal address and telephone number are collected by Paris Aéroport.

When registration takes place in-store, your title\*, surname\*, first name\* and email address\* are collected by the sales staff of certain partner stores participating in the Extime Rewards Loyalty Program on behalf of Paris Aéroport.

Paris Aéroport assigns you an identification number and a QR code.

Data marked with an asterisk (\*) is mandatory.

Your email address will be used as the preferred communication channel, and your phone number may be used to contact you via WhatsApp or if we are unable to reach you by email.

### **Your Profile Data**

- Registration source (registration method).
- Purchase data: the types of products or services purchased by the Member, the number of products or services purchased, purchase dates and amounts are automatically collected when you scan your Member card (QR code) during a purchase in partner stores or when making a purchase or booking services through our Sites.
- Activity data: your length of membership; your status (active or inactive); your visits as defined in our Terms of Use; whether you benefited from promotions and advantages of the Program; whether you accumulated or used Extime Rewards points; whether you used the Shop & Collect service provided by our partner Extime Duty Free Paris; whether you used other Paris Aéroport services (e.g. your Paris

Aéroport account); whether you clicked on emails and/or push notifications sent to you.

This data allows us to establish your “Customer Profile”, including your purchasing preferences, interests and travel and consumption habits.

### **Conditions for Access to Your Personal Data**

Access to your personal data is strictly limited to:

- Certain Paris Aéroport employees authorized due to their functions and bound by confidentiality obligations.
- Partner stores of the Extime Rewards Loyalty Program located within the Airport acting as processors under the GDPR when authorized to register you in the Program and consult your customer profile in order to offer products best suited to your preferences.

Only authorized sales staff of these stores may consult or collect certain personal data through a dedicated Paris Aéroport tool.

The data that may be collected and/or consulted in this context is limited to your title, surname, first name, email address, number of purchases in partner stores and date of last purchase, phone number, birthday, email opt-in, SMS opt-in, WhatsApp opt-in, points balance; over the last 3 years: number of purchases in partner stores, total amount spent in stores, last purchase date, details of purchases by category, brands and products; over the last 3 years: number of online parking bookings, total amount spent and date of last booking.

### **Data Retention**

Your personal data is retained for the duration of your membership in the Loyalty Program and for a maximum of 3 years after your last interaction in the event of inactivity on your account. Certain data may be retained for an additional 2 months solely for statistical purposes.

At the end of these periods, the data will be irreversibly anonymized in accordance with applicable regulations.

### **Security**

Paris Aéroport ensures the security of your personal data through the use of physical and logical security measures.

### **No Transfer Outside the EU**

As part of the Loyalty Program, Paris Aéroport undertakes to process your personal data exclusively within the territory of a European Union (EU) Member State, a European Economic Area (EEA) country, a country recognized as adequate by the European Commission, and/or with a company participating in the Data Privacy Framework program.

Paris Aéroport undertakes not to disclose or transfer your personal data, even for transit purposes, to a controller or processor located in a country outside the EU or EEA, not recognized as adequate by the European Commission, or to a company not participating in the Data Privacy Framework program.

Paris Aéroport ensures that no personal information is transferred outside the EU, EEA, a country recognized as adequate by the European Commission, or to a company not participating in the Data Privacy Framework program by its processors or partners.

## **Your Rights**

In accordance with Data Protection Regulations, you have the right to access, rectify, erase and port your personal data, as well as the right to restrict processing. You may also object to actions carried out automatically based on your customer profile (such as personalized offers).

You may also specify instructions regarding the handling of your data after your death.

These rights may be exercised by contacting the Data Protection Officer by post or email at the following addresses:

- By contact form (email)
- By post:

Data Protection Officer of Aéroports de Paris  
1, rue de France  
93290 Tremblay-en-France  
France

If, after contacting us, you believe that your data protection rights have not been respected, you may file a complaint with the French Data Protection Authority (CNIL).

## **Updates to the Personal Data Policy**

This personal data policy may be modified at any time. We invite you to consult the latest version on [www.paris aeroport.fr](http://www.paris aeroport.fr), [www.extime.com](http://www.extime.com) or via the Paris Aéroport application.