

INFORMATION ON THE PROCESSING OF PERSONAL DATA OF LODGING AND UNIT OWNERS (VERSION 2025-05)

Data controller

SkiStar AB (publ), corporate identity number 556093-6949

Address: Sälffjällsgården 780 91 Sälen, Sweden

Telephone: 0280-880 50

E-mail: dpo@skistar.com

SkiStar conducts all processing of personal data in accordance with the EU's data protection legislation GDPR. SkiStar AB is the data controller for the processing of the personal data we collect from you. SkiStar Norge AS, org.nr NO 977 107 520 MVA, is part of the SkiStar Group and processes your data when you are in contact with one of our Norwegian destinations. SkiStar AB and SkiStar AS therefore have joint personal data responsibility for certain data we collect about you when you are in contact with a Norwegian destination, but SkiStar AB has overall responsibility for the entire group's operations and exercises a dominant influence over the group companies. SkiStar AB is your main contact, and it is to us that you turn for questions and to exercise your rights. However, what is stated in this information document applies to all companies within the SkiStar Group.

1 PERSONAL DATA THAT MAY BE PROCESSED WHEN YOU INTERACT WITH US AS A LODGER OR SHAREHOLDER

When SkiStar processes personal data about you as a lodging or condominium owner, this is done primarily to be able to manage the contractual relationship between us (for example, to communicate with you about your property, pay compensation, manage owner accounts, etc.), but also to be able to fulfil legal requirements, such as being able to submit control information to the Swedish Tax Agency. SkiStar may collect and process personal data about you in our business relationship, directly with you or when entering and maintaining agreements.

Below is a description of the personal data we may process when you integrate with us. We have categorised the personal data into specific categories of personal data to make it easy for you to get an overview of what data we may process and when. In the following sections, we describe for what we use these categories of personal data.

Bank details (e.g. bank, credit/debit card details, account number).

Booking details (*as owner booking*) (e.g. guest information, fellow travellers, booking number, length of trip, destination, what products/activities you booked).

Comments/references/evaluation (e.g. related to inspection/control/comment e.g. related to object, owner in the form of person/company)

Company details (e.g. company name, personal/contact information)

Contact details (e.g. e-mail address, postal/delivery address, telephone number)

Financial information (e.g. payment method, billing information, income, financial situation, shareholding)

Identity data (e.g. name, customer number, social security number (used in specific cases and printed separately), date of birth, gender, nationality).

Information on partners (e.g. Identity details, Contact details)

Information provided by the lodging/unit owner (e.g. answers to customer surveys, information in e-mail correspondence, chat, telephone)

Purchase details (e.g. product/service details in the context of rental)

Registration number (vehicle)

Specific information on the accommodation (owner, address, shareholding, housing association, property extract, etc.)

System authorisations (e.g. access rights, user credentials)

2 WHAT THE PERSONAL DATA IS USED FOR AND ON WHAT LEGAL BASIS

When you interact with us as a lodger/shareholder, we process your personal data. The personal data we process depends on the way you and any co-owners interact with us. We primarily process your and co-owners' data to fulfil the agreement with you and provide you with good service, but personal data may also be processed at an overall level for general market/customer analyses and statistics. We do this to constantly improve our products and services and to be able to deliver a memorable mountain experience. In the table below, you can read about 1) the purpose for which we use your personal data, 2) the types of personal data (personal data categories) we may use for each purpose and whether we have received the data from you or another source, and 3) the legal basis on which we use your data. If you want to read about when we delete your personal data, see section 4.

1) Purpose of the processing of personal data	2) Types of personal data and where they come from	3) Legal basis for processing under the GDPR
Administration of contractual relationship incl. accounting/payments towards accommodation/shareholders	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Bank details • Comments/references/evaluation • Company details • Contact details • Financial information • Identity data (including social security number) • Information on partners • Information provided by the lodging/unit owner • Purchase details • Registration number • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u> SkiStar</p>	For SkiStar to fulfil the agreement between SkiStar and the accommodation/shareholder

	<ul style="list-style-type: none"> • Booking details • System authorisations 	
Administration of SkiStar's ownership register (register maintenance)	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Company details • Contact details • Identity data • Information on partners • Purchase details • Registration number • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u> SkiStar</p> <ul style="list-style-type: none"> • Booking details • System authorisations 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Administration of condominiums/properties used for renting	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Comments/references/evaluation • Company details • Contact details • Identity data (including social security number) • Information on partners • Information provided by the lodging/unit owner • Purchase details • Registration number • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u> SkiStar</p> <ul style="list-style-type: none"> • Booking details • System authorisations 	For SkiStar to fulfil the agreement between SkiStar and the accommodation/shareholder

Administration related to housing associations	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Comments/references/evaluation • Company details • Contact details • Identity data (including social security number) • Information on partners • Information provided by the lodging/unit owner • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u></p> <p>SkiStar</p> <ul style="list-style-type: none"> • Booking details • System authorisations 	For SkiStar to fulfil the contract between SkiStar and the accommodation/shareholder
Administering discounts and benefits linked to accommodation/shareholders including communication linked to such discounts and benefits	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Bank details • Comments/references/evaluation • Company details • Contact details • Financial information • Identity data (including social security number) • Information on partners • Information provided by the lodging/unit owner • Purchase details • Registration number • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u></p> <p>SkiStar</p> <ul style="list-style-type: none"> • Booking details 	For SkiStar to fulfil the contract between SkiStar and the accommodation/shareholder

Analysis and statistics	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Comments/references/evaluation • Company details • Contact details • Identity data • Information on partners • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u></p> <p>SkiStar</p> <ul style="list-style-type: none"> • Booking details 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Accounting purposes (preparing financial accounts and reporting including auditing)	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Financial information • Purchase details • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u></p> <p>SkiStar</p> <ul style="list-style-type: none"> • Booking details 	For SkiStar to fulfil its legal obligations arising from law, including company, stock, securities, and tax law
To prevent and deter criminal offences and other acts of a similar nature (e.g. breach of contract)	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Comments/references/evaluation • Company details • Contact details • Identity data (including social security number) • Information on partners • Information provided by the lodging/unit owner • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u></p> <p>SkiStar</p> <ul style="list-style-type: none"> • Booking details 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)

Conduct customer surveys at SkiStar and our partners	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Contact details • Identity data • Specific information on the accommodation 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Conduct sales calls after you contact us and say you are interested in our service/product	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Contact details • Identity data • Specific information on the accommodation 	Consent (the data subject has agreed to the processing)
Conduct mailings linked to our contractual relationship with you (e.g. information before, during and after the season, owner meetings, etc.	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Contact details • Identity data • Specific information on the accommodation 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Invitations to events, owner meetings, etc.	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Contact details • Identity data • Specific information on the accommodation 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Submit control information to the Swedish Tax Agency	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Bank details • Company details • Contact details • Identity data • Specific information on the accommodation <u>Data that comes from someone other than you:</u> SkiStar <ul style="list-style-type: none"> • Booking details Public registers <ul style="list-style-type: none"> • National Land Survey • SPAR • Tax identification number 	For SkiStar to fulfil its legal obligations arising from tax legislation

	<ul style="list-style-type: none"> • VAT registration number 	
Promotion of SkiStar partners' products and services	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Contact details • Identity data • Specific information on the accommodation 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Promotion of SkiStar and SkiStar products/services	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Contact details • Identity data • Specific information on the accommodation 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Productivity and quality monitoring and resource planning for e.g. cleaning and property services	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Comments/references/evaluation • Company details • Contact details • Identity data • Information on partners • Information provided by the lodging/unit owner • Purchase details • Specific information on the accommodation 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)
Accounting for purchase price, remuneration, deductions, taxes, and charges to authorities	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Financial information • Purchase details • Specific information on the accommodation <u>Data that comes from someone other than you:</u> SkiStar <ul style="list-style-type: none"> • Booking details 	For SkiStar to fulfil its legal obligations arising from law, including company, stock, securities, and tax law
System administration and authorisations (passwords, logins, key accesses, etc.)	<u>Data that comes from you:</u> <ul style="list-style-type: none"> • Company details • Contact details 	For SkiStar to fulfil the contract between SkiStar and the accommodation/shareholder

	<ul style="list-style-type: none"> • Identity data (including social security number) • Information on partners • Information provided by the lodging/unit owner • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u> SkiStar</p> <ul style="list-style-type: none"> • System authorisations 	
Provide support, troubleshooting, enhancement, ordering and other necessary management for SkiStar IT systems and application related issues	<p><u>Data that comes from you:</u></p> <ul style="list-style-type: none"> • Bank details • Comments/references/evaluation • Company details • Contact details • Financial information • Identity data • Information on partners • Information provided by the lodging/unit owner • Purchase details • Registration number • Specific information on the accommodation <p><u>Data that comes from someone other than you:</u> SkiStar</p> <ul style="list-style-type: none"> • Booking details • System authorisations 	Balancing of interests (SkiStar's interest in processing the data has been deemed to outweigh the data subject's interest and the processing is necessary for the purpose)

3 WHO MAY WE SHARE YOUR PERSONAL DATA WITH?

Your personal data will be transferred or shared with SkiStar's central accounting functions and to some extent the IT function. For the stated purposes, your personal data may also be disclosed to authorities or to system and service providers, partners, subcontractors such as cleaning and property management companies and insurance companies and auditors. If SkiStar sells or buys operations or assets, SkiStar may also disclose your personal data to a potential seller or buyer of such operations or assets.

4 HOW LONG WE KEEP YOUR PERSONAL DATA

Personal data collected and processed for us to fulfil our contract with you is processed throughout the term of the contract and stored for a further 10 years after the contractual relationship has ended. The data is stored primarily with regard to rules on limitation and also to be able to fulfil legal obligations, such as the Accounting Act, the Annual Accounts Act and tax legislation. In the event of a complaint and dispute, we save the information for up to ten years to be able to safeguard our interests in legal claims. Certain data, such as names, contact details and similar, may also be processed for up to two years after the end of the contractual relationship, for SkiStar to be able to contact the accommodation/shareholder for potential future business. Data stored based on our legitimate interest is stored based on internally developed storage decisions and varies depending on the processing.

5 YOUR RIGHTS

Right to information. You have the right to be informed about how we process your personal data. We do this through this policy and by answering any questions you may have.

Right to access your personal data. You have the right to receive a copy of the personal data we hold about you, as well as information about how we process it, by means of a so-called 'extract from the register'. If we receive a request for an extract, we may ask for additional information to ensure that we disclose the data to the right person. A copy is free to request.

Right to object. You always have the right to object to processing conducted based on our legitimate interest under the GDPR. In this case, we will balance the interests based on your specific situation to assess whether there is still a legitimate reason for us to process your personal data for the stated purpose.

Right to data portability. For automated processing carried out on the basis of consent or contract where the personal data was collected directly from you, you have a right to data portability, which means that you have a right to request your personal data in a structured, commonly used and machine-readable format.

Right to rectification, erasure, or restriction. You have the right to request that your data be deleted, completed, or rectified. If you believe that information about you is inaccurate or incomplete, you have the right to request that it be corrected or completed. You also have the right to request that the processing of your personal data be restricted in certain cases, for example while we rectify it. If you wish to have your data erased, you can contact us at personuppgift@skistar.com. If we receive a request for erasure, we may ask for additional information to ensure that you are you. However, please note that if we still have a legitimate reason to keep your data, for example under law or contract, your request may be rejected in whole or in part.

Right to lodge a complaint with the supervisory authority. If you believe that we are processing your personal data incorrectly, you have the right to lodge a complaint with the Data Protection Authority. Read more on the [website of the Data Protection Authority](#).

6 How do you exercise your rights?

If you have any questions about the processing of your personal data, wish to lodge a complaint or exercise any of your rights, please contact us using the contact details below.

dpo@skistar.com

or by post to



SkiStar AB, Attn: DPO
Fjällvägen 25
780 91 Sälen
Sweden

7 CHANGES TO THIS INFORMATION

We may change this Privacy Policy from time to time and any changes will automatically take effect thirty (30) days after posted on skistar.com. If the change is particularly relevant or material, you will be notified of the change. If we update the privacy policy that are deemed necessary to fulfil obligations under law, governmental opinion or decision, the new privacy policy may apply immediately after it is published on skistar.com.