

BUDAPEST ZOO
Budapest Zoo and Botanical Garden

Data protection and data processing notice regarding data processing related to the ZOO's season tickets

The Budapest Zoo and Botanical Garden (hereinafter the "ZOO") as data controller hereby informs the data subject that the ZOO manages his/her personal data based on his/her freely given consent in accordance with Article 6 (1) a) of the General Data Protection Regulation of the European Parliament and of the Council 2016/679.

The Budapest Zoo and Botanical Garden, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, hereinafter the "GDPR") hereby provides information about all facts related to the data processing.

1. Precise name and contact information of the ZOO as data controller:

Name: Budapest Zoo and Botanical Garden
Address: 1146 Budapest, Állatkerti krt. 6-12.,
Website: www.zoobudapest.com,
E-mail address: titkarsag@zoobudapest.com
Telephone number: +36 1 272 4900,
Represented by: Roland Szabó, COO

2. Name and contact information of the data protection officer of the ZOO:

Name of the data protection officer: dr. Szilvia Pósné Pécsi
Direct contact information: e-mail address: adatvedelem@zoobudapest.com;
telephone number: +36 30 155 4797

3. Purpose of data processing and scope of processed data:

Purpose of the data processing: requesting a season ticket and performing the service related to the season ticket, controlling the entitlement to use the service. Identification of the data subject, authorisation, control of his/her entering the ZOO and keeping contact with the data subject in order to achieve the above purposes.

Scope of the processed data (personal data categories): name, telephone number, e-mail

address, address or place of residence, photo, signature, date of purchase (start of legitimacy), end of pass validity (end of legitimacy)

4. Legal basis of data processing:

Freely given consent according to Article 6 para. (1) point a) of the GDPR.

5. Data processors involved in the data processing and the data processing operations:

The ZOO does not involve any data processor in the process of data processing.

6. Source of the personal data processed:

The ZOO does not process any personal data that are not collected from the data subject.

7. Automated decision-making:

The ZOO does not use automated decision-making.

8. The data is transferred to the following third-party recipients based on the following legal basis:

Personal data will not be transferred to third parties.

9. The period for which the personal data is stored:

After the general limitation period (5 years) following the validity period of the lease, the personal data will be destroyed, in case of issuing an invoice, 8 years according to Section 169 (1) of Act C of 2000 on Accounting.

Personal data is stored on paper and electronically.

10. Rights of data subjects in respect of the data processing:

The ZOO informs you that, based on the GDPR, you may exercise the following rights after identifying yourself:

- *you may ask for information about the processing of your personal data (right of access):* you may ask for information from the ZOO through the above-mentioned contact details, on whether your personal data are being processed, and if yes, in what data processing process; you are entitled to receive information on

- what personal data of yours,
- based on what legal basis,

- for which data processing purpose,
- and for how long the ZOO processes; as well as
- to whom, when and based on which law the ZOO provided access or transferred your personal data;
- from which source your personal data originate;
- if the ZOO employs automated decision-making or its logic (including profiling).

Upon the request of the data subject, the ZOO provides the first copy of the personal data processed free of charge, and for each occasion after that it may charge a reasonable fee based on the incurred administrative costs.

In order that data security requirements are met and to protect to rights of the data subject, the ZOO is obliged to make sure that the data subject and the person exercising his/her right to access are the same, therefore providing information, access to data and pa copy of it is conditional upon identification.

- *you may request the rectification of your personal data:* you may request – via the above contact details provided by the controller – that the ZOO modify the inaccurate personal data concerning you. If you can credibly prove the accuracy of the rectified data, the ZOO will rectify the stored data without delay, but not later than within 25 days, and inform you thereof at the contact address provided by you.

- *you may request the restriction of processing your personal data* (right to restriction of processing): you may request - via the above contact details provided by the controller - that the ZOO restrict the processing of your personal data (by clearly marking the restricted nature of the data processing and by ensuring the separate processing of the data from other data), if:

- you contest the accuracy of your personal data (in this case, the ZOO restricts the processing for a period until it verifies the accuracy of the personal data),
- the processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead,
- the controller no longer needs the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims,
- you have objected to processing (in this case the restriction will relate to the period of verifying whether the legitimate grounds of the

controller override your legitimate grounds);

- *you may object to the processing of your personal data:* you may - via the above contact details provided by the controller - object to your personal data being processed on grounds relating to your particular situation at any time, if, in your opinion, the ZOO does not process your personal data in compliance with the law in relation to the purpose set forth in this data policy. In this case, the ZOO may no longer process the personal data, unless there are compelling legitimate grounds for the processing that override your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims.

The ZOO endeavours to provide you with information at all times, in a concise, transparent, intelligible and easily accessible form, using as clear and plain language as possible, while complying with the rules set out in the GDPR.

You may submit your request, primarily in writing, at the ZOO's contact addresses indicated in this policy, addressed to the data protection officer. If you request oral information, then, after you have proven your identity, the information may be provided orally by the authorised ZOO staff member, provided that the data necessary for the information are available. In all other cases, the request will be registered by our colleagues and we will inform you within 25 days from the receipt of your request. This period may be extended by two further months where necessary, taking into account the complexity and number of requests. We shall inform you of any such extension via electronic means within 25 days of receipt of the request.

If we have not taken any measures upon your request, or you do not accept the measures taken by us, then you have the right to remedy against the ZOO. You may lodge a complaint with the National Authority for Data Protection and Freedom of Information or, in the case of an infringement, you may turn to the regional court of your residence or current address.

Contact Information of the Authority:

Name: National Authority for Data Protection and Freedom of Information (*Nemzeti Adatvédelmi és Információszabadság Hatóság*)

Registered address: 1055 Budapest, Falk Miksa utca 9-11.

Mailing address: 1530 Budapest, Pf.: 5.

Telephone number: +36 1 391 1400

Fax number: +36 1 391 1410

E-mail address: ugyfelszolgalat@naih.hu

Website: <http://www.naih.hu>

Please note that, based on the practice of the National Authority for Data Protection and Freedom of Information, the Authority will only accept your complaint if you have contacted the data controller, in this case the ZOO, beforehand, and we have not taken any action based on your request or if you have not accepted the action taken. We therefore recommend that you contact our data protection officer first.