

PRIVACY POLICY
concerning purchases for festivals organised by Weekend Event Kft.

When you purchase ticket, service in connection with a festival, event organised by Weekend Event Kft. (hereinafter: “**Festival**” or “**Event**”), we process various personal data in connection with the purchase that we process in accordance with the relevant effective legislation, especially 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, and repealing Directive 95/46/EC (hereinafter the “**GDPR**”).

We hereby inform you on the details of the processing of your personal data and your corresponding rights.

The entity of the data controller: Weekend Event Limited Liability Company (seat: 1122 Budapest, Városmajor utca 48. B. ép. fszt. 2., company registration number: Cg. 01-09-695549, e-mail: adat@nagyonbalaton.hu, hereinafter: “**Controller**”)

The scope of processed data, the purposes, duration and legal basis of data processing:

1.

DATA PROCESSING ACTIVITIES RELATED TO PURCHASING TICKETS

1.1. purchasing tickets in person (offline) as per Point II.2.2 of the GTC

It is possible to purchase tickets, passes for the events of Controller in person both at ticket selling places of third parties, promotional places prior to the event, and on the site of the given event.

Purpose of data processing	Tickets can be purchased on site paying in cash or with a bank card, SZÉP card (card or voucher offering a special discount), of which purchase an invoice may be issued that can also be sent by e-mail if requested.
Processed data	<ul style="list-style-type: none">- unique identifier of the purchased product- ticket type purchased, extras, upgrades or other products- accounting document in each case, as well as acknowledgement of receipt is prepared in case of cash payment and bank card terminal receipt of bank card payment- in case of requesting invoice: type of invoice addressee. its name, tax number, EU tax number- e-mail address (in case of inhabitants’ ticket sale, as well as if requesting the invoice to be sent electronically)
Legal basis of data processing	In case of ticket sale: performance of contract pursuant to Point b) of Article 6 (1) of the GDPR. In relation to documenting the payment, as well as issuing invoice: pursuant to Point c) of Article 6 (1) of the GDPR (compliance with legal obligation: pursuant to Act C of 2000 on accounting and Point e) and da) of Section 169 of Act CXXVII of 2007 on value added tax).
Duration of data processing	Receipts, certificates issued during ticket purchase are stored for 1 year after the end of the event. In case of issuing invoices: pursuant to Section 169 (2) of Act C of 2000 on accounting (hereinafter: Accounting Act), they are deleted after the elapse of 8 years after they have been issued.
Addressees	in connection with generating, purchasing tickets: Netpositive in connection with issuing receipts, invoices: KBOSS in connection with inhabitants’ ticket sale: OTP Simple

	in order to send servicing mails: The Rocket Science Group, LLC
--	---

1.2. purchasing tickets online as per Point II.2.1 and II.2.3 of the GCT

In case of ticket purchases in the Festival's online shop and at ticket distributors, the main purpose of data processing is to identify the user as a ticket purchaser, furthermore to filter transactions suspected of abuse during online payment, and to be aware of with which person Controller has entered into a business relationship. The sale of certain products, the provision of discounts or services are linked to specific persons visiting the event, which eligibility to a discount shall be verified on site.

The user who purchases the ticket is solely responsible for the personal data provided during payment to be real and accurate, as well as for that their use is lawful. It is also the responsibility of the user who purchases the ticket, which he/she shall represent, too, that he/she is over 16 years of age and thus legally purchases in the online shop, registers a user account.

In case the purchase takes place based on eligibility to a discount (eg. student pass), checking the eligibility for the discount shall take place upon entering the event in line with Preamble (47) of the GDPR so that Controller may check that only one person on one occasion is entitled to avail the discount, and that no disqualified, multiple ticket purchases take place in connection with it, as well as that such person enter the Event who is entitled to purchase the discounted pass. In accordance with the above, in case of student passes, the name, and, for certain Events designated by the Controller, the date of birth of the ticket user is checked by showing an identification documents suitable to identify the person, and the document entitling for the discount (e.g. student card / school attendance certificate or professors' card) shall be shown upon entering the Event, Controller checks the existence and validity thereof. (Controller does not make copies of documents suitable to identify persons!). In case of passes can be purchased for certain Events designated by the Controller by Zamárdi residents and Zamárdi holiday home owners, the name of ticket user is checked by showing an identification documents suitable to identify the person, and the document entitling for the discount (in case of Zamárdi residents the official ID card confirming the address [residence card], in case of Zamárdi holiday home owners public utility bill or copy of the property sheet) shall be shown upon entering the Event, Controller checks the existence and validity thereof. (Controller does not make copies of them!).

Purpose of data processing	<p>Purchasing tickets by the user for his/her own or for other person(s), sending the purchased tickets out.</p> <p>Purchasing tickets, passes, extras or upgrades for someone's own can be purchased without registration, but over-viewing, managing of the tickets** is possible only with a festival account.</p> <p>It is also possible to add tickets purchased without registration later to a festival account. In case the purchased ticket is added to a festival account the e-mail address of which is different from the e-mail address given upon purchasing the ticket, a notification (warning) will be sent to the e-mail address of the person purchasing the ticket for safety reasons.</p>
	<p><u>mandatory data:</u></p> <p>purchased tickets, services, applied discounts, coupon codes, validated vouchers</p> <p>in case of existing festival account: data of the festival account</p> <p>full name (necessary for identifying and naming the purchaser, for a proper addressing)</p> <p>in case of name registered ticket(s): the full name of the person entitled to use the ticket</p> <p>e-mail address (necessary for sending the purchased ticket to the purchaser and for keeping contact) <i>We draw attention to the fact that we send essential information via e-mail regarding the purchased item, service, however</i></p>

	<p><i>these e-mails are not considered to be such data processing which differs from the original purpose and legal basis, neither considered to be direct marketing.</i></p> <p>country (determining which international Controller reseller is entitled to commission after the purchaser in case of purchasing from abroad)</p> <p>address and telephone number (in order to reduce bank card abuses, prevent abuse/fraud, it is necessary for identifying suspicious transactions and for checking the legality of the transaction)</p> <p>in case of requesting an invoice: type of invoice addressee, its name, invoicing address, tax number, EU tax number</p> <p>choice of payment mode: bank card or SZÉP card – by issuing party*</p> <p>in case of purchasing <u>student pass (can be purchased only for designated Events)</u>: the fact of being eligible for the discount (including the date of birth if being below a certain age is a condition of the eligibility in case of any Event)</p> <p><u>In case of purchasing discounted pass may be purchased by Zamárdi residents and Zamárdi holiday home owners (can be purchased only for designated Events): the fact of being eligible for the discount not mandatory</u>, optionally given data:</p> <p>date of birth (day, month, year) for service-development, taking into consideration the age groups of the ticket purchasers for the determination of the programs and services available at the events</p> <p>in the event of <u>validating coupons, discount codes, vouchers</u> Controller will check their validity, value or percent, validation of unique codes</p> <p>* during <u>bank card and SZÉP card payments</u> the bank card data shall not be processed by Controller</p> <p>Controller will receive only information of the payment having taken place.</p> <p>** <u>transactional information</u> (e.g. IP address of the user, time of purchasing the ticket, time of downloading the ticket, time of registering the festival account, time of data corrections, information related to festival account transactions)</p>
<p>Legal basis of data processing</p>	<p>Name and e-mail address:</p> <ul style="list-style-type: none"> - In case of self-used tickets: performance of a contract pursuant to Point b) of Article 6 (1) of the GDPR. - In case of tickets purchased for third person: the legitimate interest of Controller pursuant to Point f) of Article 6 (1) of the GDPR. The user who sends the ticket is fully responsible for the lawfulness of sending the ticket to the specified e-mail address in each case. It is the legitimate interest of Controller to be able to fulfil the ticket transfer initiated by the ticket purchaser with whom it is in contractual relationship. However, the ticket purchaser undertakes warranty that he/she provides the personal data of this third person lawfully. <p>Country: Pursuant to Point f) of Article 6 (1) of the GDPR, it is the legitimate interest of Controller to pay its resellers' commission, but to do so, Controller needs to know how many ticket purchases happened in the different countries.</p> <p>Address and telephone number: Pursuant to Point c) of Article 6 (1) of the GDPR, it is the legal obligation of Controller under reviewed Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services in the internal market (PSD2) and Act CXLV of 2017 to have the sale transaction completed, in the absence of these data the payment transaction would be rejected by the financial institution.</p>

	<p>In case of issuing an invoice: Pursuant to Point c) of Article 6 (1) of the GDPR, performing legal obligation (Act C of 2000 on accounting and Points e) and da) of Act CXXVII of 200z on value added tax).</p> <p>In case of giving non-mandatory data: The consent of the data subject pursuant to Point a) of Article 6 (1) of the GDPR, with the fact that the data provided by the ticket purchaser shall be pseudonymized and used in this form, and then 1 year after the Event, the data shall be anonymized and will be used for statistical purposes only.</p>
Duration of data processing	<p>From among data necessary for purchasing tickets:</p> <ul style="list-style-type: none"> - name will be deleted 1 (one) year after the Event (as per Point II.6.4 of the GTC pursuant to Section 6:22 paragraph (3) of the Hungarian Civil Code, claims arising from the legal relationship may only be enforced within a six-months limitation period); - e-mail address will be pseudonymised 1 (one) year after the Event; - country, town, postal code will be stored as statistical data after anonymisation; - address, telephone number will be deleted 1 (one) year after the Event (as per Point II.6.4 of the GTC pursuant to Section 6:22 paragraph (3) of the Hungarian Civil Code, claims arising from the legal relationship may only be enforced within a six-months limitation period). <p>In case of issuing invoices: deletion shall take place upon the elapse of 8 years following the issuance of the invoice pursuant to Section 169 (2) of Act C of 2000 on accounting.</p>
Addressees	<p>in connection with generating, purchasing tickets: Netpositive</p> <p>in connection with issuing receipts, invoices: KBOSS</p> <p>in case of purchasing tickets from third parties, from abroad: resellers, TicketSwap</p> <p>in case of supplementary services purchased (e.g. accommodation, travelling), the selected service provider (only the barcode shall be transferred)</p> <p>in relation to payment: OTP Simple, Worldline, BigFish, cafeteria card providers</p> <p>in order to send servicing mails: The Rocket Science Group, LLC</p>

1.3. payment in instalments under Point II.4 of the GTC

Purpose of data processing	<p>For the performance of fees of the tickets and related services intended to be purchased as per Point 1.2., Controller offers the possibility to pay in instalments via the payment services of OTP Simple.</p> <p>The ticket shall be sent by Controller after the payment of the entire price.</p>
Processed data	<p>In connection with the payment data as per Point 1.2., the due date and the performance of the instalment payments is also recorded.</p>
Legal basis of data processing	<p>The legal basis of the data processing is the performance of the contract concluded with You pursuant to Point b) of Article 6 (1) of the GDPR.</p>
Duration of data processing	<p>In accordance with Point 1.2.</p>
Addressees	<p>In accordance with Point 1.2.</p>

1.4. selling tickets via third parties

Third parties independent from Controller (ticket distributors, resellers who advertise and sell tickets, hereinafter: "resellers") can also sell tickets to the Events of Controller

Purpose of data processing	The resellers shall forward the personal data recorded by them in the course of the purchase to Controller based on their own data privacy policies, the tickets shall be generated in the CRM system of Controller.
Processed data	ticket purchasing data (as per Point 1.2.)
Legal basis of data processing	In relation to data equivalent with ticket purchase: pursuant to Point f) of Article 6 (1) of the GDPR, the legitimate interest of Controller to be able to perform the sale executed by its ticket distribution partners, then to pay the commission to its ticket distribution resellers.
Duration of data processing	In connection with tickets purchased via third person, in accordance with Point 1.2. (i.e. in connection with the data related to payment for the tickets, the data processing of such third person shall be governing).
Addressees	In connection with tickets purchased via third person, in accordance with Point 1.2. (i.e. in connection with the data related to payment for the tickets, the data processing of such third person shall be governing).

1.5. registering a festival account on the website and/or in the application

Purpose of data processing	<p>Anyone over the age of 16 is entitled to create a festival account related to the Event designated by Controller. The creation of a festival account does not require that You have a ticket entitling you to enter the Event.</p> <p>If the user completes the registration with one device (computer, mobile phone), You can access all digital solutions operated by Controller with a single login.</p> <p>When registering a festival account on the website of the given Festival and - if it is downloaded - on its official mobile application, You necessarily provide personal data. Providing your data is voluntary.</p> <p>In course of online purchase through the user account, You may opt for the use of the data provided in the user account. If You have not provided the account data prior to the purchase, You may opt for storing the data provided for the ticket purchase in the user account during the purchase process.</p> <p>Possible ways to create a user account:</p> <ul style="list-style-type: none"> ▪ Facebook registration, ▪ Google registration, ▪ account registration. <p>Controller sends a confirmation e-mail about the account registration, as well as a password reset e-mail based on the user's request.</p> <p>With the help of the festival account, You can manage your tickets, plan your program of the Event, as well as follow your information in connection with the use of the cashless payment service.</p> <p>Controller may use the information given in the festival account for improving its services.</p>
Processed data	<ul style="list-style-type: none"> - in case of account registration: e-mail address, password - registration via Facebook: Facebook identifiers (i.e. Facebook user ID, being a numeric identifier, by which You cannot be directly identified) - registration via Google: Google ID (name and e-mail address) - language - declaration on being over 16 years of age - photo (if uploaded by the user) - favourites, markings (if the function is available) - account connected to ticket purchasing: purchase data (in accordance with Point 1.2.) - information related to using the cashless payment service

	- automatically recorded in the logfiles are the IP address of the registration, the time of the registration, transactions
Legal basis of data processing	The consent of the data subject pursuant to Point a) of Article 6 (1) of the GDPR.
Duration of data processing	The data processing takes place until the withdrawal of the consent. The consent may be withdrawn by deleting the festival account or via letter sent to adat@nagyonbalaton.hu address.
Addressees	registration, management and using the festival account: Netpositive application development: Appmiral downloading, using the application: Auth0

1.6. servicing mails

Purpose of data processing	Sending news of public interest (e.g. failure of the event, heat alert, information about event visit) in connection with the Event affected by the ticket purchase all or concerned ticket purchasers in order to provide important event-related information via as many sources as possible. <u>These servicing mails are not marketing or content letters.</u> Such news will also be published by Controller on other available channels.
Processed data	- e-mail address - purchased product, ticket
Legal basis of data processing	Pursuant to Point f) of Article 6 (1) of the GDPR, it is legitimate interest of Controller that the event is to be held in the highest safety and with the highest possible/best visitor experience and, for this purpose, to publish the necessary information in the widest possible range.
Duration of data processing	The source of the data for the servicing mails of Controller is the persons affected with the ticket purchased (e-mail addresses from the purchase information shall be deleted in accordance with point 1.2.).
Addressees	ticketing database: Netpositive mass mailing: The Rocket Science Group, LLC

2.

INQUIRIES ON THE PHONE OR IN E-MAIL

Would you have any questions, issues in connection with the purchase, you can request support from Controller in several ways. You can contact us in e-mail, on the telephone, but there is an on-site availability during the Festival where we can help you. In case such communications are not oral, there is necessarily data processing in relation to written inquiries.

2.1. General inquiries

Purpose of data processing	Anybody can formulate his/her opinion , indicate his/her problem , send feedback , pose questions via the telephone or e-mail availabilities of Controller, during which you necessarily provide personal data.
Processed data	<ul style="list-style-type: none"> • name (for addressing, identification if necessary), • telephone number (in case of inquiry via telephone or giving the telephone number via e-mail), or e-mail address (in case of inquiry via e-mail or giving the e-mail address on the phone) (for keeping contact), • comment, problem, feedback, question and the personal data contained therein (aiding Controller to develop its services, so that it may remedy the problem – for customers' complaints see point 2.2, in the event of data protection request see point 2.3

	<p>for more details), as well as may satisfy its obligations related to complaint management, if needed, may provide answers to your questions),</p> <ul style="list-style-type: none"> • reply of Controller and the personal data contained therein • address (in case of reply to be sent by mail)
Legal basis of data processing	<p>We handle your inquiry basically based on your consent pursuant to Point a) of article 6 (1) of the GDPR.</p> <p>In case your inquiry qualifies – after having it read – as complaint eligible for natural persons (see points 2.2, or 2.3), the legal basis will further be the satisfaction of the legal obligation burdening Controller pursuant to Point c) of Article 6 (1) of the GDPR.</p> <p>In case the complaint arrives from a non-natural person entity, Controller processes the occurrently affected personal data with regards to enforcing occurrent civil law claims as per Section 6:22 of Acti V of 2013 on the Civil Code, as well as defence against occurrent civil law claims of the affected parties, i.e. with regards to the legitimate interest of Controller (Point f) of Article 6 (1) of the GDPR).</p>
Duration of data processing	<p>In case the inquiry does not qualify as a complaint, Controller stores the data until the withdrawal of your consent, in lack of which Controller deletes the personal data until 28th February following the elapse of one calendar year reckoned from the last communication in connection with the inquiry (from closing the inquiry). The consent may be withdrawn anytime by sending an e-mail to the dpo@sziget.hu address.</p> <p>Controller stores the reports of the complaints and the copy of the reply for 5 years and presents them to supervisory authorities upon request.</p>
Addressees	<p>Providing on-site customer service: FestLife PR</p> <p>Third persons affected by the resolution of the case, of whom precise information can be provided on a case by case basis, upon specific request</p>

2.2. consumers' complaints

Purpose of data processing	<p>Examination of the complainant's complaint in accordance with the legal requirements, complaint handling: You may submit the consumer objections (complaints) in relation to purchased ticket, product or related activity of Controller in accordance with the relevant procedural rules.</p> <p>Complaints that are made in person or on telephone are examined immediately and we inform the complainant of our position, and remedy the complaint if possible. If the buyer does not agree with the answer to the oral complaint, the complaint shall be sent in writing. In this case, we follow the provisions on written complaints as described below.</p> <p>Written complaints are examined and answered within 30 (thirty) days. If the complaint is rejected, we justify our answer. If the complaint is rejected, we inform you in writing that, by its very nature, which authority's or conciliation body's proceeding may be initiated.</p>
Processed data	<ul style="list-style-type: none"> - name, address of consumer, - place, time, method of filing complaint, - detailed description of consumer complaint, log of documents, records and other proofs submitted by consumer, - Controller's statement regarding its position on the consumer complaint, if an immediate investigation of the consumer complaint is possible, - signature of consumer and the person registering the complaint (except if complaint is submitted via email or phone), - place and time of registering consumer complaint,

	<ul style="list-style-type: none"> - in the case of a complaint made by telephone or other electronic communication service, the unique identification number of the complaint.
Legal basis of data processing	Pursuant to Point c) of Article 6 (1) of the GDPR, satisfying legal obligations prescribed for Controller in the Civil Code and legal regulations related to consumer complaints (especially Act CLV of 1997 on consumer protection).
Duration of data processing	Controller stores the reports of the complaints and the copy of the reply for 5 (five) years and presents them to supervisory authorities upon request pursuant to Section 17/A (7) of Act on Consumer Protection.
Addressees	<p>Providing on-site customer service: FestLife PR</p> <p>In case of submitted for review, the authorities and organizations indicated on http://fogyasztovedelem.kormany.hu/node/7699 site.</p> <p>Third persons affected by the resolution of the case, of whom precise information can be provided on a case-by-case basis, upon specific request.</p>

2.3. data protection request

Purpose of data processing	<p>Exercising data subjects' rights pursuant to Article 15-22 of the GDPR:</p> <p>You may submit a request in relation to data processing related to the purchased ticket, product or related activities of Controller, as well as your rights described in the GDPR.</p> <p>Controller answers your inquiry within 1 (one) month the latest, unless there is any justification to extend the deadline.</p>
Processed data	<ul style="list-style-type: none"> - name of data subject, - place, date, method of submitting the request, - e-mail address of data subject, - request of data subject, all information that may be considered as personal data, - other personal identification data, information that are necessary to satisfy such request, - the replay of Controller and all its attachments
Legal basis of data processing	<p>Pursuant to Point f) of Article 6 (1) of the GDPR, it is the legitimate interest of Controller as data controller to satisfy its obligations as data controller specified in the GDPR with regards to the following:</p> <p>Pursuant to Article 12-14 of the GDPR, all data subjects, thus, you are also entitled to exercise the rights of the data subject in connection with the processing of his/her personal data, as well as to request Controller to restore the lawful situation if, in a specific case, he/she would raise well-grounded objection in relation to the data processing.</p> <p>As detailed in this Privacy Policy, too, all data subjects may request</p> <ul style="list-style-type: none"> - access to his/her personal data, - correction of his/her personal data, - deletion of his/her personal data, - limitation of the data processing, - portability of his/her personal data, - may protest against the processing of his/her personal data. <p>No matter which right of data subjects is concerned with the request, Controller shall inform you without unjustified delay, but in any case, within one month reckoned from the receipt of the request of the measures made based on the request in accordance with Preamble (59) of the GDPR. If necessary, taking into account the complexity of the request and the number of requests, this deadline can be extended by two more months. However, Controller shall inform you about the extended time limit within</p>

	<p>one month reckoned from the receipt of the request, indicating the causes of the delay. If, however, Controller cannot make measures based on your request, it shall inform you without unjustified delay, but in any case, within one month reckoned from the receipt of the request of the reasons of the omission, as well as of the fact that you may submit a complaint at the National Authority of Data Protection and Freedom of Information and exercise your right for judicial remedy, before the tribunal competent as per your permanent address or residence (you can find out the contact details of the courts at the following link: http://birosag.hu/torvenyzek).</p> <p>If, however, Controller has well-grounded doubt about your identity in your submission of your request to exercise your data subjects' rights, it may ask you to provide further information to confirm your identity. If Controller proves that it is unable to identify you, it can refuse to fulfil the request aimed at exercising data subjects' rights.</p> <p>As a main rule, information and measures related to data subjects' requests are free of charge. If, however, Controller proves that the request is obviously ungrounded or is – especially due to its repetitive nature – excessive considering administrative costs associated with providing the requested information or making the requested measures, reasonable fee may be specified to do so or may refuse making measures based on the request.</p>
Duration of data processing	Controller stores the inquiries and the copy of the reply for 5 (five) years and presents them to supervisory authorities upon request.
Addressees	Third persons affected by the resolution of the case, of whom precise information can be provided on a case-by-case basis, upon specific request. In case the data subject seeks remedy in relation to the complaint or the reply of Controller, data are transferred to NAIH or courts as noted above.

Data of addressees:

specification of activity	type of activity	name	availability
Operation of the customer relationship management (ERP) system of Controller, physical and operating system operation of the servers of online sale systems, provision of a running environment	data processor	Netpositive Számítástechnikai Szolgáltató és Kereskedelmi Kft.	2021 Tahitótfalu, Pataksor utca 48. info@netpositive.hu

Operation of a database, letter editor, dispatch system and dispatch statistics management system (Salesforce) for sending mass e-mails	data processor	The Rocket Science Group, LLC	675 Ponce de Leon Ave NE Suite 5000 Atlanta, GA 30308 USA
Financial service provider of bank card payments: financial processing of the transaction, transaction security, fraud detection and transaction monitoring	individual data controller	OTP Mobil Szolgáltató Kft. (via card accepting network of OTP Bank Nyrt.)	1093 Budapest, Közraktár u 30-32. ugyfelszolgalat@simple.hu
Financial service provider of bank card payments: financial processing of the transaction, transaction security, fraud detection and transaction monitoring	individual data controller	Worldline Financial Services (Europe) S.A.	33, rue du Puits Romain, 8070 Bertrange, Luxembourg disputes.lux@worldline.com
ensuring the availability of electronic payment services: financial handling of the transaction, transaction	data processor	B-Payment Szolgáltató Zrt.	1132 Budapest, Váci út 4.

security and transaction monitoring			
provision of technical integration services supporting card payment services providing special discounts: Payment Gateway service (electronic payment options) provision	data processor	BIG FISH Payment Services Kft.	1066 Budapest, Nyugati tér 1-2. paymentgateway@bigfish.hu
ensuring payment with a special discount device, cafeteria card (OTP SZÉP Card, MKB SZÉP Card, K&H SZÉP Card, Edenred voucher)	individual data controller	OTP Pénztárszolgáltató Zrt. MKB Nyugdíjpénztárt és Egészségpénztárt Kiszolgáltató Kft K&H Csoportszolgáltató Kft. Erzsébet Utalványforgalmazó Zrt. Edenred Magyarország Kft.	1133 Budapest, Váci út 76. 1134 Budapest, Dévai u. 23.) 1095 Budapest, Lechner Ödön fasor 9. 1146 Budapest, Hermina út 63. I/1. 1134 Budapest, Váci út 45. G. ép. 3. em.)
Ticket sale on the secondary market (sale of tickets already purchased, but unintended to use)	individual data controller	TicketSwap BV	1012 KL, Amsterdam at Rokin 75, Hollandia
development and operation of the festival account application	data processor	BV Appmiral	Scheldenstraat 11, 2000 Antwerpen, Belgium
ensuring festival account registration and login thereto	data processor	Auth0, Inc.	
operation of a program	data processor	KBOSS.hu Kft.	1031 Budapest, Záhony utca 7.

ensuring the issuance of accounting documents, issuing and sending invoices and e-receipts			
in case of supplementary services purchased (e.g. accommodation, travelling), the selected service provider	individual data controllers	we can provide individual information in case of a request therefor	
resellers	individual data controllers	we can provide individual information in case of a request therefor	
on-site customer service administration	data processor	FestLife PR Kft.	1068 Budapest, Király utca 80. fsz. 11. ajtó hello@festinform.hu

Data security

Controller shall ensure the security of the personal data and shall implement appropriate technical and organizational measures to ensure that the collected, stored and processed data are protected, in addition to preventing destruction, unauthorized use, and unauthorized alteration of the data. Controller shall furthermore notify third parties - to whom the data subject's information is transferred - that they are obligated to meet the data security requirements.

Controller shall ensure the prevention of unauthorized access to personal data, as well as the publication, transfer modification or erasure thereof.

Controller shall impose the aforementioned obligation onto its employees taking part in the data processing, as well as the data processors acting under the authority of Controller

The rights and legal remedies, complaints of data subjects

Pursuant to the GDPR, during the data processing, you may request access to the personal data and may request information about data processing (which shall be provided by Controller within no more than 1 month), may request rectification of personal data, erasure under certain conditions, or the restriction of data processing, and - when the legal basis for data processing is performance of a contract - you have the right to data portability. When the legal basis for data processing is legal interest, you have the right to object.

You can read further information about the rights in the *General privacy regulation* under the *Festival policy and general terms* menu of the websites.

If you feel that Controller has violated any of the legal provisions applicable to the data processing, please, contact us first, using any of the above contact information, or at the following email address: adat@nagyonbalaton.hu. If this proves to be unsuccessful, you may initiate a proceeding of the **Hungarian National Authority for Data Protection and Freedom of Information** (Nemzeti Adatvédelmi és Információszabadság Hatóság, NAIH, seat: Hungary, H-1055 Budapest, Falk Miksa utca 9-11.; mailing address: 1374 Budapest, Pf. 603.; email: ugyfelszolgalat@naih.hu) or seek **judicial** remedy.

Personal data related to children and third persons

Persons under 16 may not submit their personal data, except if they have requested permission from the person exercising parental rights. By providing your personal data to Controller, you hereby represent and warrant that you act according to the aforementioned, and your legal capacity is not restricted with regards to the providing of data.

If you do not have the right to independently provide personal data, you shall acquire the permission of the appropriate third party (i.e. legal representative, guardian, other person – for instance consumer - you are representing) or provide another form of a legal basis to do so. In relation to this, you shall be able to consider whether the personal data to be provided requires the consent of a third party. It may happen that Controller does not get into contact with the data subject, therefore, you are responsible for meeting all the necessary requirements and Controller shall not be liable or bear any responsibility in this regard. Nevertheless, Controller has the right to check and verify whether the proper legal basis is provided for the handling of data at all times. For example, if you are representing a third party – for instance a consumer – we reserve the right to request the proper authorization and/or consent of the party being represented with relation to the matter at hand.

Controller shall do its utmost to remove all personal information provided without authorization. Controller shall ensure that if Controller becomes aware of this, such personal information is not forwarded to any third party or used for Controller's own purposes. We request that you inform us immediately via our aforementioned contacts if you become aware that a child has provided any personal data about himself or herself, or any other third party has provided any personal data of you unauthorized to Controller

Miscellaneous

This Privacy Policy was written in Hungarian, although its English version is also accessible. In the event of contradiction between the Hungarian and the English version, the Hungarian language version shall prevail.