

Privacy Policy of Suntago water park Helpline

This Privacy Policy contains the rules on which personal data is processed in connection with providing service to persons connecting to the Suntago water park Helpline: customers, potential customers and persons contacting the Controller, i.e. persons providing their personal data via the connection to the number +48 22 122 0288.

Data and contact to the Controller and the Data Protection Inspector

The Controller of personal data of people connecting to the Suntago water park Helpline is the owner of the Suntago Water Park- Global Parks Poland Sp. z o.o. with its registered office in Warszawa, 02-768, Fosa Street 41/11, KRS 335329, NIP 7010192128, REGON 141926930, e-mail: kontakt@parkofpoland.com, phone no.: +48 22 464 44 22

In the case of services provided to Guests in SUNTAGO Village, making reservations or purchasing accommodation in SUNTAGO Village, wishing to receive offers from, accommodation in the SUNTAGO Village, submitting questions, complaints or contacting in other matters with SUNTAGO Village, the controller is Moyome Sp. z o.o. with its registered office in Warszawa, 02-768, Fosa Street 41/11, KRS 0000745104, NIP 5272861463, REGON 381018973, e-mail: kontakt@parkofpoland.com.

Each of the Controllers is hereinafter referred to separately as the "Controller" or collectively as the "Controllers".

In matters relating to the protection of personal data and the exercise of rights related to the processing of such data, You can contact us through the following communication channels: in writing, electronically or by phone, using the abovementioned contact details.

The data Controllers have appointed a Data Protection Officer who can be contacted via e-mail: iod@parkofpoland.com or by correspondence at the address: Nowy Świat Street 1, 96-300 Wręcza with a note "Data Protection Officer".

How do we process Your personal data?

Operations performed using the personal data of persons connecting to the Suntago water park Helpline are carried out in accordance with the law, including Regulation (EU) 2016/679 of the European Parliament and of the 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, Journal of Laws EU. L. of 2016 No. 119, p. 1, as amended,

hereinafter referred to as: "GDPR") and the Act of May 10, 2018 on the protection of personal data (consolidated text: Journal of Laws of 2019, item 1781, as amended).

According to the GDPR, personal data is any information about an identified or identifiable natural person (i.e. a specific adult or child), such as e.g. name and surname, customer number in the system, booking number, or e-mail address, telephone number, voice record.

The data controller takes special care to protect the interests of data subjects, and in particular ensures that personal data is:

- a. processed in accordance with the law; having regard to the assumptions of art. 5 of the GDPR, we apply the following principles: lawfulness, fairness and transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality, as well as adequacy for the purpose of processing.
- b. collected for specified, lawful purposes and not subjected to further processing inconsistent with these purposes;
- c. factually correct and adequate in relation to the purposes for which they are processed;
- d. stored in a form that allows identification of the persons they concern, for no longer than it is necessary to achieve the purpose of processing.

Personal data is processed by the Controller on the legal grounds indicated in the GDPR, however, it is not always the consent to the processing of personal data. The GDPR allows for data processing also on legal grounds other than consent, depending on the purpose of data processing. In the further part of the Privacy Policy, we describe the grounds on which the Controller processes Your data in a specific case.

Purposes, legal bases and storage period

Personal data will be processed by us in order to:

- a. Perform the services provided by the Controller, the correct performance of the contract for the purchase of tickets (for the water park Suntago or the accommodation in the SUNTAGO Village), including the identification of the person buying/registering the account, accepting the order form, making a reservation, settling payments- pursuant to art. 6(1)(b.) of the GDPR (data processing is necessary to perform the contract concluded with You, or to take action at the request of the data subject before concluding the contract) or art. 6(1)(f.) of the GDPR (if You represent an entity that is our client or to take action before concluding a contract at the request of this entity).

The data is stored for a period not longer than the period of limitation of claims.

- b. Ongoing contact regarding the purchase made, consideration of possible complaints, defense, investigation or settlement of claims (including debt collection), contact in other matters

regarding services, response to requests, fraud prevention, improvement of the quality of services provided- pursuant to art. 6(1)(f.) of the GDPR (these purposes are the so-called legitimate interests of the Controller).

The data is stored for a period not longer than the period of limitation of claims.

In the case of ongoing contacts and the lack of mutual rights and obligations under the contract/service, the data will be stored for no longer than 2 years.

- c. Marketing, including the sending of commercial information (in particular: offers) from us or about our Partners:

Samsung Electronics Polska Limited Liability Company

Frito Lay Poland Limited Liability Company

Hello Coffee Limited Liability Company

Martes Sport Limited Liability Company,

Iguana Group Limited Liability Company,

Ms Trademarks Limited Liability Company

Unilever Polska Limited Liability Company

Ziaja Ltd Zakład Produkcji Leków Limited Liability Company

Fanex Limited Liability Company

Kompania Piwowarska Joint-stock company

to the e-mail address or by phone, if You have consented to it (in particular by ticking the appropriate box in the booking process, expressing consent in a telephone conversation or submitting an inquiry via the contact form)- pursuant to art. 6(1)(a.) of the GDPR.

Consent to the processing of data for marketing purposes to send commercial information in electronic or telephone form may be withdrawn by clicking the appropriate link in the received message or sending such a notification to the Controller's e-mail address. Withdrawal of consent does not affect the lawfulness of data processing before its withdrawal.

The data will be stored until the consent is revoked.

- d. The determination and verification of the right to a discount on the purchase of tickets or special needs depending on the condition of the Guests:

The Controller, despite the lack of such a legal obligation, meets the expectations of Guests and provides the possibility to purchase discounted tickets. Below we present the types of discount tickets and the method of confirming the data that is necessary in individual cases. In order to grant a discount, depending on the case, we need the following:

- i. date of birth- tickets for children, tickets for seniors;
- ii. information confirming the disability- a ticket for a disabled person;
- iii. information confirming pregnancy- ticket for a pregnant woman;

Data processing in the cases described in point "i"- "iii" takes place only through a one-time review operation (showing an appropriate document by the person applying for the discount to the person selling tickets at the ticket office). This is a one-time operation, because after it the data in question are not processed by the Controller (which means that the Controller after the one-time presentation described above does not have the data in question).

The legal basis for processing in the scope of point "i" is art. 6(1)(b.) of the GDPR, i.e. data processing is necessary to perform the contract concluded with the Guest or to take action at the request of the data subject before concluding the contract,

In the case of tickets described in point "ii" and "iii" above- the basis for processing is the act of voluntary, explicit, specific, conscious and unambiguous provision of information regarding the right to grant a discount to a given person (the legal basis for processing in the field of health

data is Article 9(2)(a.) of the GDPR, i.e. explicit consent (however, its expression is necessary to achieve the goal in question, i.e. verification of the right to a discount ticket), and in terms of ordinary data, the basis is the same as in point "i" above, i.e. Article 6(1)(b.) of the GDPR).

The data is stored for a period not longer than the period of limitation of claims.

Data recipients

The expected recipients of personal data may be: entities processing personal data on behalf of the Controller, and in particular: entities operating the Suntago water park Helpline, entities operating ICT systems and providing IT services, entities providing the Controller with security, advisory, consulting, audit, marketing, legal, tax and accounting services, to the extent it is necessary to achieve the purposes of processing Your personal data described above. The recipients of personal data will also be entities authorized under the law (Police, Municipal Police, Poczta Polska, couriers, courts, bailiffs, Tax Offices, etc.). In addition, personal data will be disclosed to authorized employees or associates of the Controller.

In individual cases of data collection, the Controller, if necessary and without prejudice to this Privacy Policy, will provide separate, dedicated information regarding the specific data collection process in such a specific situation.

Voluntary provision of data

Providing data for the purposes indicated in the Privacy Policy is voluntary, but necessary to use the Suntago water park Helpline. Providing data for the invoice applies to data specified directly in the law. The consequence of not providing data for the purposes set out in this Privacy Policy and at the same time constituting a contractual requirement is the inability to contact the Suntago water park Helpline, use the service, purchase a discount ticket, the inability to consider a complaint, etc.

Your rights and other information

At the same time, we point out that:

- a. You have the right to: request from each Controller separately: the access to personal data concerning the data subject, the rectification, deletion or limitation of processing of personal data, the objection to processing, as well as the right to transfer data;
- b. if the processing is based on a declaration of consent (legal basis: Article 6(1)(a) of the GDPR)- the person expressing such consent has the right to withdraw consent to the processing of data by each of the Controllers separately at any time without affecting the lawfulness of processing based on consent before its withdrawal;

- c. You have the right to lodge a complaint with the supervisory body- the President of the Office for Personal Data Protection (to the address of the Office for Personal Data Protection, Stawki Street 2, 00-193 Warsaw);
- d. at the end of the storage period, the personal data will be deleted;
- e. in accordance with art. 118 of the Civil Code, the limitation period for claims is six years, and for claims for periodic benefits and claims related to running a business - three years. In turn, according to art. 442(1) of the Civil Code, a claim for compensation for damage caused by a tort shall be barred by limitation after three years from the date on which the aggrieved party learned or could have learned about the damage and the person obliged to remedy it with due diligence. However, that period may not be longer than ten years from the date on which the harmful event occurred. If the damage resulted from a crime or a misdemeanor, the claim for compensation for the damage is barred by the statute of limitations after twenty years from the date of the crime, regardless of when the injured party learned about the damage and about the person obliged to repair it. In the event of damage to a person, the limitation period may not end earlier than three years from the date on which the injured party learned about the damage and about the person obliged to repair it. The limitation period for the claims of a minor for compensation for damage to a person may not end earlier than two years after the minor has reached the age of majority;
- f. in connection with the Suntago water park Helpline service, personal data may be transferred outside the European Economic Area. If such transfers occur, they will only be made in accordance with applicable laws. Data will be transferred in particular to countries for which the European Commission has issued decisions stating an adequate level of protection, or using appropriate security mechanisms, such as standard contractual clauses. Detailed information on the security measures applied can be obtained by contacting the Data Protection Officer at the data indicated above;
- g. personal data, within the scope of the granted marketing consent, may be profiled. This means that based on the personal data we have about You and information about the products You have purchased or the services You use, or cookies that are stored on Your device, we can make inferences about Your preferences and interests, which can be used to build Your marketing profile. Based on the built profiles, we will be able to better match our marketing messages to Your expectations. As a result, You will receive less useless information and product offers from us that You will not be interested in purchasing.
- h. personal data is not used for automated decision making;
- i. recordings of conversations with the Suntago water park Helpline employees are stored for a period of 60 days- unless there is a need to use them in connection with pending or possibly pending proceedings under the law or another purpose described in point III. above;

The Controller reserves the right to make changes to the Suntago water park Helpline Privacy Policy, which may be caused by the development of technology, possible changes in the law in the field of personal data protection and the development of the Controller`s activities. We will inform users about any changes in a visible and understandable way.

This Privacy Policy comes into force on July 30th, 2023.