

PRIVACY POLICY

concerning purchases for festivals organised by Sziget Zrt.

When you purchase Ticket, Service, Product (as defines in Point 4 to 6 of Chapter B of Article I of the GTC) pursuant to the general terms and conditions (hereinafter: "GTC") in connection with a festival, event organised by Sziget Zrt. (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: Sziget Cultural Management Private Company Limited by Shares (seat: 1033 Budapest, Hajógyári sziget 23796/58., company registration number: 01-10-049598; hereinafter: "**Sziget Zrt.**")

Availability of the data protection officer:

Postal address: H-1033 Budapest, Hajógyári-sziget topographical lot No.: 23796/58.

E-mail: dpo@sziget.hu

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

1.

DATA PROCESSING ACTIVITIES RELATED TO PURCAHSING

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

It is possible to purchase Tickets, Services, Products for the events of Sziget Zrt. in person both at ticket selling places of third parties, promotional places prior to the even, and on the site of the given event. Sziget Zrt. shall issue, send the purchaser a voucher of the purchase bearing a unique identifier (hereinafter: "voucher") to the e-mail address given by the purchaser.

Purpose of data processing	Purchase 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	- unique identifier of the purchased Product - Ticket type purchased, extras, upgrades or other Services - 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 (if requesting the invoice to be sent electronically)
Legal basis of data processing	In relation to the purchase: 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 the 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 vouchers, purchase: Netpositive in connection with issuing receipts, invoices: KBOSS in order to send servicing mails (depending on for which Festival): Salesforce, Braze, MailChimp

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 purchaser, furthermore to filter transactions suspected of abuse during online payment, and to be aware of with which person Sziget Zrt. has entered into a business relationship. The sale of certain Tickets, Products, Services, 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 makes the purchase, 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, checking the eligibility for the discount shall take place upon entering the event in line with Preamble (47) of the GDPR so that Sziget Zrt. may check that only one person on one occasion is entitled to avail the discount, and that no disqualified, multiple purchases take place in connection with it, as well as that such person enter the Event who is entitled to purchase the discounted Ticket or Service. In accordance with the above, the name of the Ticket or Service user is checked by showing an identification documents suitable to identify the person, and the document entitling for the discount shall be shown upon entering the Event, Sziget Zrt. check the existence and validity thereof. (Sziget Zrt. does not make copies of documents suitable to identify persons!)

Certain purchases relate to services and attractions provided by third parties (e.g. Sziget CityPass by Budapest Card). In such cases, the terms and conditions of purchase are made available by the service provider, however, the purchase for the service or attraction is ensured by the sales system of Sziget Zrt. In such cases, Sziget Zrt. forwards the purchase data to the service provider in order for the ticket buyer to be able to use the service or participate in the attraction.

Purpose of data processing	Purchase by the user for his/her own or for other person(s), technical support during the purchase process, sending the purchased tickets out. Purchasing Tickets, Services, extras, upgrades, or Products for someone's own can be purchased without registration, but overiewing, managing, occurrent exchange of the purchases, sending related voucher(s) to third persons** is possible only with a festival account.
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	It is also possible to add Tickets, Services purchased without registration later to a festival account. In case the purchased voucher is added to a festival account the e-mail address of which is different from the e-mail address given upon the purchase, a notification (warning) will be sent to the e-mail address of the person purchasing it for safety reasons.
	<u>mandatory data:</u> purchased Tickets, Services, Products, applied discounts, coupon codes, validated vouchers in case of existing festival account: data of the festival account full name (necessary for identifying and naming the purchaser, for a proper addressing) in case of name registered voucher(s): the full name of the person entitled to use the voucher e-mail address (technical support*, necessary for sending the purchased voucher 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 Ticket, Service, Product, however 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> * In case the ticketing system of Sziget Zrt. records an error message related to the card payment, it attempts to remedy the unsucccess, provide the purchaser with support for the sake of the success of the transaction, for which end Sziget Zrt. contacts the purchaser in e-mail <i>(the electronic mail sent for the purpose of technical support does not qualify either as data processing different from the original purpose and legal basis, or a marketing-aimed inquiry).</i> country (determining which international Sziget Zrt. reseller is entitled to commission after the purchaser in case of purchasing from abroad) 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) in case of requesting an invoice: type of invoice addressee, its name, invoicing address, tax number, EU tax number choice of payment mode: bank card or SZÉP card – by issuing party * information related to payment (e.g. fact of payment in instalments, success of transaction) in case of purchasing <u>SZIGET CityPass by Budapest Card</u> <i>(can be purchased only for SZIGET)</i>: time of arrival and indication whether the purchaser requests Airport Shuttle service or not in case of purchasing <u>Easy Access camping pass</u> <i>(can be purchased only for SZIGET)</i>: tent size (for 1-2 persons 2x2 metres, for 3-4 persons 4x2 metres can be the used area at least), number of accompanying persons (maximum 2 persons), whether the accompanying person(s) are lodged in the same tent or a separate tent, if in a separate, the number and size of the separate tents <u>not mandatory</u>, optionally given data: date of birth (day, month, year) for service-development, taking into consideration the age groups of the purchasers for the determination of the programs and services available at the events

	in case of purchasing <u>tent registration ticket</u> (for free camping): tent size, date of arrival and departure (for the sake of capacity planning and, therefore, for service development) in the event of <u>validating coupons, discount codes, vouchers</u> Sziget Zrt. will check their validity, value or percent, validation of unique codes * during <u>bank card and SZÉP card payments</u> the bank card data shall not be processed by Sziget Zrt. Sziget Zrt. will receive only information of the payment having taken place. ** in the <u>festival account</u> (more on this are written in Point 1.7.), in case of <u>forwarding voucher(s)</u> to third person(s): the e-mail address of the third person to whom the user intends to send the voucher given in the festival account, the selected name of such person (in order to differentiate which voucher has been sent to which person) <u>transactional information</u> (e.g. IP address of the user, time of the purchase, time of downloading the voucher, time of forwarding the ticket, time of registering the festival account, time of data corrections, information related to festival account transactions)
Legal basis of data processing	Name and e-mail address: - In case of self-used vouchers: performance of a contract pursuant to Point b) of Article 6 (1) of the GDPR. - In case of vouchers purchased for third person: the legitimate interest of Sziget Zrt. pursuant to Point f) of Article 6 (1) of the GDPR. The user who sends the voucher is fully responsible for the lawfulness of sending the voucher to the specified e-mail address in each case. It is the legitimate interest of Sziget Zrt. to be able to fulfil the voucher transfer initiated by the purchaser with whom it is in contractual relationship. However, the purchaser undertakes warranty that he/she provides the personal data of this third person lawfully. Country: Pursuant to Point f) of Article 6 (1) of the GDPR, it is the legitimate interest of Sziget Zrt. to pay its resellers' commission, but to do so, Sziget Zrt. needs to know how many purchases happened in the different countries. Address and telephone number: Pursuant to Point c) of Article 6 (1) of the GDPR, it is the legal obligation of Sziget Zrt. 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 financial institution would be unable to perform the payment transaction. In case of purchasing SZIGET CityPass by Budapest Card, with providing the purchased service, performance of a contract pursuant to Point b) of Article 6 (1) of the GDPR. 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). 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 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.
Duration of data processing	From among data necessary for purchasing: - name, e-mail address will be deleted 1 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); - name, e-mail address will be pseudonymised 1 year after the Event; - country, town, postal code will be stored as statistical data after anonymisation; - address, telephone number will be deleted 1 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); - CityPass additional data will be deleted 1 year after the Event. 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.
Addressees	in connection with generating, purchasing vouchers: Netpositive in connection with issuing receipts, invoices: KBOSS in case of purchasing from third parties, from abroad: resellers, Festival Travel, TicketSwap in case of purchasing SZIGET CityPass by Budapest Card: the transportation company (queries the validity time of the wristband via direct connection), the spas (query the serial number of the wristbands and their validity) in case of supplementary services purchased (e.g. accommodation, travelling), the selected service provider (only the barcode shall be transferred) in relation to payment: OTP Simple, Revolut, iDEAL, BigFish, cafeteria card providers in order to send servicing mails (depending on for which Festival): Braze, MailChimp for service development: Superstruct Travel & Stay, Hide & Seek statistical and pseudonym data provided to the licensor, as well as within the company group: Superstruct Entertainment, as well as Kultúrpark Zrt.

1.3. taking insurance out based on group insurance terms (*can be purchased only for SZIGET*)

Purpose of data processing	It is possible for the purchaser or – in case a different person – in favour of a person over 18 years of age to take out insurance for the reimbursement of the price of the Tickets and certain related Services, or Products purchased for SZIGET as per Point 1.2. for the event that the person planning to visit the event with the voucher is unable to attend the Event due to one of the reasons specified in the insurance conditions.
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	The possibility of the insurance is offered by Sziget Zrt. as exempted additional intermediary via Alfa Vienna Insurance Group Biztosító Zrt. ("Alfa Biztosító Zrt.") The data of the person purchasing the insurance (name, e-mail address, date of birth) as contact person's data, as well as the last 8 digits of the serial number of the vouchers affected with the insurance are transferred to Alfa Biztosító Zrt. As a result of paying the insurance fee of the insurance, only a deferred risk-bearing obligation arises on the part of the insurance company. In the event of cancellation within 14 days from the conclusion of the contract (sent to cancel@vigpp.com), the insurance shall not enter into effect, and the insurance fee related to the joining not being affected by Insurance claim shall be refunded by Sziget Zrt.
Processed data	In excess to the data related to purchasing as per Point 1.2., the fact and the time of becoming familiar with the insurance conditions, the fact of cancellation, the fact of partial ineffectiveness if applicable, as well as the transaction data of the related refunding are also recorded, the fact and time of validation. Transferred are, beside the last 8 digits of the serial number of the vouchers affected with the insurance, are the name, e-mail address and date of birth of the person taking the insurance out (contact person).
Legal basis of data processing	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.
Duration of data processing	In accordance with Point 1.2., except in relation to the insurance: - name of the person taking the insurance out and – if a different person – the insured person, - e-mail address of the person taking the insurance out and – if a different person – the insured person, - date of birth of the person taking the insurance out and – if a different person – the insured person, - system data related to the payment, refunding transaction, becoming familiar with the conditions shall be stored for 5 years reckoned from the end of the Event; following the five-year preservation period, Sziget Zrt. stores exclusively the data of the vouchers (type, last 8 digits of the serial number) to which the insurance relates, and the first validation, the lack of validation or the fact of deactivation thereof for the sake of Sziget Zrt. being able to issue the certification necessary for the Insurance claim under the insurance terms towards the insurance company.
Addressees	generating, purchasing vouchers and insurances: Netpositive issuing receipts, invoices: KBOSS in case of purchasing tickets from third parties, from abroad: resellers, Festival Travel, TicketSwap in relation to payments: OTP Simple, Revolut, iDEAL, BigFish, cafeteria card providers

	providing IT background and communication in connection with the insurance: VIG providing the insurance: Alfa Biztosító sending servicing mails out in connection with the Event (depending on for which Festival): Braze for service development: Superstruct Travel & Stay, Hide & Seek
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1.4. payment in instalments under Point II.4 of the GTC

Purpose of data processing	For the performance of the fee of the Tickets and related Services, the price of the Products intended to be purchased as per Point 1.2., Sziget Zrt. offers the possibility to pay in instalments via the payment services of OTP Simple, Milpay, as well as the ticket distribution services of a third-party. In accordance with the assignment contract concluded with Milpay after the successful screening of the purchaser by Milpay –, the purchaser shall receive the voucher upon the conclusion of the contract and shall perform the instalments towards Milpay. In case of contribution of OTP Simple and third-party ticket distributors offering instalment payment, the voucher shall be sent to the purchaser by Sziget Zrt. after the payment of the entire price.
Processed data	In case of payment in instalment, further data in excess to those as per in Point 1.2.: fact of the conclusion of the Milpay-contract; or in case of instalment payment service provided by OTP Simple or in relation to third-party distributor, the fact of the contract, as well as the due date and the performance of the instalment payments is also recorded.
Legal basis of data processing	The legal basis of the data processing is the performance of the contract concluded with You and the payment / third-party distribution service provider pursuant to Point b) of Article 6 (1) of the GDPR.
Duration of data processing	In accordance with Point 1.2.
Addressees	In accordance with Point 1.2. and, in case Milpay-contract, MILPAY Pénzügyi Zártkörűen Működő Részvénytársaság acting as an independent data processor.

1.5. voucher exchange

Purpose of data processing	Users having a festival account are entitled to exchange their daily vouchers purchased pursuant to Point 1.2. for another day via the payment service of OTP Simple. Sziget Zrt. shall send the new voucher to the purchaser after the payment of the exchange fee (simultaneously with the invalidation of the exchanged voucher).
Processed data	In accordance with Point 1.2.
Legal basis of data processing	The legal basis for data processing is the fulfilment of the contract with you in accordance with Point b) of Article 6 (1) of the GDPR.

Duration of data processing	In accordance with Point 1.2.
Addressees	In accordance with Point 1.2.

1.6. sales via third parties

Third parties independent from Sziget Zrt. (including ticket distributors, resellers who advertise and sell tickets as well, hereinafter: "third party vendors") can also sell Tickets, Services, Products to the Events of Sziget Zrt., as well as tickets, services, products related to the Events.

In certain cases, during sales by third-party vendors, Sziget Zrt. participates in the process as a data processor of this third-party vendor, a fact that is always disclosed by the third-party vendor as a data controller in its relevant privacy policy.

Purpose of data processing	Third party vendors shall forward the personal data recorded by them to Sziget Zrt. based on their own data privacy policies, the vouchers shall be generated in the CRM system of Sziget Zrt. in accordance with Point 1.2. above.
Processed data	purchasing data (as per Point 1.2.), the data related to the contribution of the third party vendor
Legal basis of data processing	Pursuant to Point f) of Article 6 (1) of the GDPR, it is the legitimate interest of Sziget Zrt. to be able to perform the purchases towards the end-users, then to make the financial settlements with the third party vendors.
Duration of data processing	In connection with purchases via third person, in accordance with Point 1.2. (i.e. in connection with the data related to payment for the Tickets, Services, Products, 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, Services, Products, the data processing of such third person shall be governing).

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

Purpose of data processing	Anyone over the age of 16 is entitled to create a festival account related to the Event. Sziget Zrt. does not provide festival account and/or mobile application for each of the Events or in each year. The creation of a festival account does not require that You have a voucher entitling you to enter the Event. If You as user complete the registration with one device (computer, mobile phone), You can access all digital solutions operated by Sziget Zrt. with a single login. In case of certain Events or certain Ticket or Service types, Sziget Zrt. may require that You create or have a festival account as the condition of purchasing. When registering a festival account on the website of the given Event and - if it is downloaded - on its official mobile application, You necessarily provide personal data. Providing your data is voluntary. 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
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	storing the data provided for the purchase in the user account during the purchase process. Possible ways to create a user account: ▪ Facebook registration, ▪ Google registration, ▪ account registration. Sziget Zrt. sends a confirmation e-mail about the account registration, as well as a password reset e-mail based on the user's request. With the help of the festival account You can manage your vouchers, plan your program of the Event, complete the preliminary online check-in (you can read more about this in the visitor's privacy policy), as well as follow your information in connection with the use of the cashless payment service. Sziget Zrt. may use the information given in the festival account for improving its services.
Processed data	- 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 purchasing: purchase data (in accordance with Point 1.2.), data related to forwarding vouchers (e-mail address, occurrently name of the addressee of the voucher), data of tent registration ticket - completion of preliminary online check-in - 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	In case of a festival account created optionally: the consent of the data subject pursuant to Point a) of Article 6 (1) of the GDPR. With regard to a voucher bound to festival account: Point b) of Article 6 (1) of the GDPR for sake of providing the contract.
Duration of data processing	In case of a festival account created optionally: 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 dpo@sziget.hu address. In case of a voucher bound to festival account, the data related to the ticket purchasing are deleted from the festival account in accordance with Point 1.2, 1 year after the Event.
Addressees	registration, management and using the festival account: Netpositive application development: Appmiral downloading, using the application: Auth0

1.8. 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 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 Sziget Zrt. on other available channels. Sziget Zrt. may also send messages related to the purchase or participation in the Event related to the purchase (including, among others, reminder messages and courtesy messages). If these letters contain a notice regarding an activity involving further data processing (for example, the opportunity to fill out a questionnaire suitable for expressing opinions about the Event), these <u>customer relationship development letters may not directly contain a message with marketing purposes or content.</u>
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 Sziget Zrt. 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, while – with regard to customer relationship development letters – communication with customers should be as appropriate and relevant as possible, Events should be organized to reflect customer needs as much as possible, and continuous development and improvement should be ensured in the organization of Events.
Duration of data processing	The source of the data for the servicing mails of Sziget Zrt. is the persons affected with the purchases (e-mail addresses from the purchase information shall be deleted in accordance with point 1.2.).
Addressees	sales database: Netpositive mass mailing (depending on for which Festival): Braze, MailChimp for service development: Superstruct Travel & Stay

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 Sziget Zrt. in several ways. You can contact us in e-mail, on the telephone, but there is an on-site Helpdesk 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 indicated on the Event website of Sziget Zrt., during which you necessarily provide personal data.
Processed data	• 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 Sziget Zrt. 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 2.4 for more details), as well as may satisfy its obligations related to complaint management, if needed, may provide answers to your questions), - reply of Sziget Zrt. and the personal data contained therein - address (in case of reply to be sent by mail)
Legal basis of data processing	We handle your inquiry basically based on your consent pursuant to Point a) of article 6 (1) of the GDPR. In case your inquiry qualifies – after having it read – as complaint eligible for natural persons (see points 2.2, or 2.4), the legal basis will further be the satisfaction of the legal obligation burdening Sziget Zrt. pursuant to Point c) of Article 6 (1) of the GDPR. In case the complaint arrives from a non-natural person entity, Sziget Zrt. 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 Sziget Zrt. (Point f) of Article 6 (1) of the GDPR).
Duration of data processing	In case the inquiry does not qualify as a complaint, Sziget Zrt. stores the data until the withdrawal of your consent, in lack of which Sziget Zrt. 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. Sziget Zrt. stores the reports of the complaints and the copy of the reply for 5 years and presents them to supervisory authorities upon request.
Addressees	providing customer service: FestLife PR providing customer service management system: Freshworks 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

2.2. consumers' complaints

Purpose of data processing	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, Service, Product or related activity of Sziget Zrt. in accordance with the relevant procedural rules. <i>Please, be informed that in case you have any complaint in connection with insurance bond, the insurance provider shall be entitled to manage, investigate it, therefore, we shall forward your complaint related to the insurance to the insurance company in order to reply it, or you can directly write to the panasz@alfa.hu address, via the claim form available on the site of the insurance company or via fax post, and you can visit personally any of the offices of the insurance provider.</i>
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	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. Written complaints are examined and answered within 30 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.
Processed data	- 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, - Sziget Zrt.'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
Legal basis of data processing	Pursuant to Point c) of Article 6 (1) of the GDPR, satisfying legal obligations prescribed for Sziget Zrt. in the Civil Code and legal regulations related to consumer complaints (especially Act CLV of 1997 on consumer protection).
Duration of data processing	Sziget Zrt. stores the reports of the complaints and the copy of the reply for 5 years and presents them to supervisory authorities upon request pursuant to Section 17/A (7) of Act on Consumer Protection.
Addressees	providing customer service: FestLife PR providing customer service management system: Freshworks Inquiries, complaints in connection with insurance bonds already taken out shall be forwarded to the insurance company entitled to manage the inquiries, complaints in order to reply them, Sziget Zrt. shall act exclusively in connection with the payment, occurrent refunding of the insurance fee (in the course of the latter, it shall cooperate with the service provider executing the payment transaction). In case of submitted for review, the authorities and organizations indicated on http://fogyasztovedelem.kormany.hu/node/7699 site. 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

2.3. issuing cancellation declaration for administration related to insurance

Purpose of data processing	Pursuant to the insurance bond taken out for the voucher(s) purchased for SZIGET in accordance with Point 1.3., in case the holder of the insured voucher(s) intends to enforce an insurance claim, Sziget Zrt. has to certify towards the insurance company that the voucher affected with the insurance has not been validated, has been validated
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	and does not authorize for admission. In case the Insured makes the declaration to be made towards Alfa Biztosító Zrt. towards Sziget Zrt. by mistake, Sziget Zrt. forwards it as a customer service inquiry towards Alfa Biztosító Zrt. The insurance possibility is offered by Sziget Zrt. as an intermediary on behalf of Alfa Insurance Plc., the payments are decided by Alfa Insurance, as well as Alfa Insurance performs its payment obligations in accordance with the decision.
Processed data	In accordance with Point 1.3.
Legal basis of data processing	Pursuant to Point b) of Article 6 (1) of the GDPR, satisfying contractual obligations of Sziget Zrt., Sziget Zrt. issues the certificate for the insurance company as per the earlier concluded insurance contract in accordance with the terms of the collective insurance terms.
Duration of data processing	In accordance with Point 1.3.
Addressees	In excess those specified in Point 1.2. and after the elapse of the 1-year period prevailing for purchase data: sales database: Netpositive providing IT background and communication in connection with insurance: VIG providing the insurance: Alfa Biztosító

2.4. requests towards the data protection officer

Purpose of data processing	Exercising data subjects' rights pursuant to Article 15-22 of the GDPR: You may submit a request in relation to data processing related to the purchased Ticket, Service, Product or related activities of Sziget Zrt., as well as your rights described in the GDPR. Sziget Zrt. answers your inquiry within 1 month the latest, unless there is any justification to extend the deadline.
Processed data	- 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 Sziget Zrt. and all its attachments
Legal basis of data processing	Pursuant to Point f) of Article 6 (1) of the GDPR, it is the legitimate interest of Sziget Zrt. as data controller to satisfy its obligations as data controller specified in the GDPR with regard to the following: 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 Sziget Zrt. to restore the lawful situation if, in a specific case, he/she would raise well-grounded objection in relation to the data processing. As detailed in this Privacy Policy, too, all data subjects may request – 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. No matter which right of data subjects is concerned with the request, Sziget Zrt. 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, Sziget Zrt. shall inform you about the extended time limit within one month reckoned from the receipt of the request, indicating the causes of the delay. If, however, Sziget Zrt. 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). If, however, Sziget Zrt. 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 Sziget Zrt. proves that it is unable to identify you, it can refuse to fulfil the request aimed at exercising data subjects' rights. As a main rule, information and measures related to data subjects' requests are free of charge. If, however, Sziget Zrt. 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.
Duration of data processing	Sziget Zrt. stores the inquiries and the copy of the reply for 5 years and presents them to supervisory authorities upon request.
Addressees	data protection officer: Csáki és Társa Ügyvédi Társulás In case the data subject seeks remedy in relation to the complaint or the reply of Sziget Zrt., 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 Sziget Zrt., 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 for sending mass e-mails	data processor in connection with Sziget Festival, certified organisation under USA-EU Data Privacy Framework: https://www.braze.com/company/legal/privacy#part_one	Braze, Inc.	Privacy Policy Issues Attention: General Counsel 63 Madison Building 28 East 28th Street 12th Floor Mailroom New York, NY 10016 USA privacy@braze.com
	data processor in connection with Gourmet Festival, certified organisation under USA-EU Data Privacy Framework: https://quickbooks.intuit.com/eu/gdpr/	MailChimp: Intuit Inc.	2700 Coast Avenue Mountain View, CA 94043, USA availabilities on https://security.intuit.com/contact-us/site
		maintenance (no dispatching tasks): Vu Thu Huyen e.v.	1027 Budapest, Margit körút 60.
Communication management in the database, letter editor, dispatch system and dispatch statistics management system for sending mass e-mails	data processor	Superstruct Digital B.V.	Isolatorweg 36, 1014 AS, Amsterdam, the Netherlands
publishing targeted advertisements on social media sites based on pseudonymized purchaser data, conversion tracking	data processor	HIDE AND SEEK B.V.	Hamerstraat 1E, 1021 KT, Amsterdam, the Netherlands
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	individual data controller	OTP Pénztárszolgáltató Zrt.	1133 Budapest, Váci út 76.

Card, MKB SZÉP Card, K&H SZÉP Card, Edenred voucher)		MKB Nyugdíjpénztárt és Egészségpénztárt Kiszolgáló Kft K&H Csoportszolgáltató Kft. Erzsébet Utalványforgalmazó Zrt. Edenred Magyarország Kft.	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, the Netherlands
Ticket distribution within the frameworks of Student Ticket Program, offline ticket selling, selling tickets for programs accompanying the Festival	individual data controller	Festival Travel International Kft.	1095 Budapest, Soroksári út 48. info@meex.hu
taking out insurance in the framework of group insurance and operating the interface for entering insurance data, providing IT background and communication in relation to insurance	individual data controller	Alfa Vienna Insurance Group Biztosító Zrt.	1091 Budapest, Üllői út 1. panasz@alfa.hu
	data processor engaged by Alfa Vienna Insurance Group Biztosító Zrt.	VIG platform partners GmbH	Austria, 1010 Vienna, Schottering 30.
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 ensuring the issuance of accounting documents, issuing and sending invoices and e-receipts	data processor	KBOSS.hu Kft.	1031 Budapest, Záhony utca 7.

providing ERP system	data processor	TRL Hungary Kft.	2510 Dorog, Mátyás király u. 11/A branch office: 1034 Budapest, Tímár utca 5.
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	
operation of customer service management system	data processor, certified organisation under USA-EU Data Privacy Framework: https://www.freshworks.com/privacy/	Freshworks, Inc.	16192 Coastal Highway, Lewes, Delaware 19958, USA dpo@freshworks.com
customer service administration	data processor	FestLife PR Kft.	1068 Budapest, Király utca 80. fsz. 11. ajtó hello@festinform.hu

Data security

Sziget Zrt. 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. Sziget Zrt. shall furthermore notify third parties - to whom the data subject's information is transferred - that they are obligated to meet the data security requirements.

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

Sziget Zrt. 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 Sziget Zrt.

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 Sziget Zrt. 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 Sziget Zrt. 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: dpo@sziget.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 Sziget Zrt., 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 Sziget Zrt. does not get into contact with the data subject, therefore, you are responsible for meeting all the necessary requirements and Sziget Zrt. shall not be liable or bear any responsibility in this regard. Nevertheless, Sziget Zrt. 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.

Sziget Zrt. shall do its utmost to remove all personal information provided without authorization. Sziget Zrt. shall ensure that if Sziget Zrt. becomes aware of this, such personal information is not forwarded to any third party or used for Sziget Zrt.'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 Sziget Zrt.

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.