



Suntago Water World
ul. Nowy Świat 1, 96-300 Wręcza

„Global Parks Poland” Sp. z o. o.
ul. Fosa 41/11, 02-768 Warszawa

Kapitał zakładowy 1 000 000 PLN
Rejestr przedsiębiorców, Sąd Rejonowy
dla m.st. Warszawy, XIII Wydział Gospodarczy KRS

NIP 701-019-21-28
REGON 141926930
KRS 0000335329

Privacy Policy of the Suntago Water Park Helpline

This Privacy Policy sets out the rules under which personal data is processed in connection with handling persons who call the Suntago Water Park Helpline: customers, potential customers and persons contacting the Controller, i.e. persons who provide their personal data during a call to the telephone number +48 22 122 0288.

Controller and Data Protection Officer: details and contact

The controller of the personal data of persons calling the Suntago Water Park Helpline is Global Parks Poland Sp. z o.o. with its registered office in Warsaw, 02-768, ul. Fosa 41/11, KRS 335329, NIP 7010192128, REGON 141926930, e-mail: kontakt@parkofpoland.com, tel.: +48 22 464 44 22.

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

Each of the Controllers is hereinafter referred to individually as the “Controller” or jointly as the “Controllers”.

In matters concerning the protection of personal data and the exercise of rights related to the processing of such data, you may contact us through the following communication channels: in writing, electronically or by telephone, using the contact details above.

The data controllers have appointed a Data Protection Officer, who can be contacted by e-mail: iod@parkofpoland.com or by post at ul. Nowy Świat 1, 96-300 Wręcza, marked: “Data Protection Officer” (“Inspektor Ochrony Danych”).

How do we process your personal data?

Operations performed on the personal data of persons calling 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, OJ L 119, 4.5.2016, p. 1, as amended; hereinafter: “GDPR”) and the Polish Act of 10 May 2018 on the protection of personal data (consolidated text: Journal of Laws of 2019, item 1781, as amended).

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

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

- a. processed lawfully; in line with Article 5 GDPR, we apply the principles of lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity and confidentiality, as well as adequacy to the purpose of processing;
- b. collected for specified, lawful purposes and not further processed in a manner incompatible with those purposes;
- c. factually correct and adequate in relation to the purposes for which it is processed;
- d. kept in a form which permits identification of data subjects for no longer than is necessary to achieve the purpose of processing.

Personal data is processed by the Controller on the legal bases set out in the GDPR, which is not always consent to the processing of personal data. The GDPR also permits data to be processed on legal bases other than consent, depending on the purpose of processing. Later in this Privacy Policy we describe on what bases the Controller processes your data in specific cases.

Purposes, legal bases and retention period

We will process personal data for the purpose of:

- a. Providing the services offered by the Controller and properly performing the contract for the purchase of tickets (to the Suntago Water Park or for accommodation at SUNTAGO Village), including identifying the person purchasing/registering an account, accepting the order form, making a reservation and settling payments – under Article 6(1)(b) GDPR (processing is necessary for the performance of a contract concluded with you, or in order to take steps at the request of the data subject prior to entering into a contract) or Article 6(1)(f) GDPR (where

you represent an entity that is our customer, or in order to take steps prior to entering into a contract at the request of that entity).

Data is stored for no longer than the limitation period for claims.

- b. Ongoing contact regarding a purchase made, handling any complaints, defending, pursuing or establishing claims (including debt collection), contact on other matters concerning the services, responding to requests, preventing fraud and improving the quality of the services provided – under Article 6(1)(f) GDPR (these purposes constitute the so-called legitimate interests of the Controller).

Data is stored for no longer than the limitation period for claims.

In the case of ongoing contacts where there are no mutual rights and obligations arising from a contract/service, data will be stored for no longer than 2 years.

- c. Marketing, including sending commercial information (in particular offers) of our own or concerning our Partners:

"Samsung Electronics Polska" Spółka Z Ograniczoną Odpowiedzialnością

"Frito Lay Poland" Spółka Z Ograniczoną Odpowiedzialnością

"Hello Coffee" Spółka Z Ograniczoną Odpowiedzialnością

Martes Sport Spółka Z Ograniczoną Odpowiedzialnością,

Iguana Group Spółka Z Ograniczoną Odpowiedzialnością,

Ms Trademarks Spółka Z Ograniczoną Odpowiedzialnością

Unilever Polska Sp. Z O.O.

Ziaja Ltd Zakład Produkcji Leków Sp. Z O.O

Fanex Sp. Z O.O.

Kompania Piwowska S.A.

to an e-mail address or by telephone, if you have given your consent (in particular by ticking the relevant box during the booking process, giving consent during a telephone call or submitting an enquiry via the contact form) – under Article 6(1)(a) GDPR.

Consent to the processing of data for marketing purposes in order to receive commercial information electronically or by telephone may be withdrawn by clicking the relevant link in the message received or by sending such a request to the Controller's e-mail address. Withdrawal of consent does not affect the lawfulness of processing carried out before its withdrawal.

Data will be stored until consent is withdrawn.

- d. Determining and verifying entitlement to a discount on tickets or to special needs depending on the Guests' condition:

Although not legally obliged to do so, the Controller meets Guests' expectations and provides for the possibility of purchasing discounted tickets. Below we set out the types of discounted tickets and how the data necessary in each case is confirmed. In order to grant a discount, depending on the case, we need, respectively:

- i. date of birth — children's ticket, senior ticket;
- ii. information confirming disability — ticket for a person with a disability;
- iii. information confirming pregnancy — ticket for a pregnant woman;

In the cases described in subpoints "i" – "iii", data is processed solely by means of a one-time viewing (the person applying for the discount shows the relevant document to the ticket seller at the ticket desk). This is a one-time operation, as after it the data in question is not processed by the Controller (which means that, after the one-time act of presentation described above, the Controller does not hold the data in question).

The legal basis for processing with regard to subpoint "i" is Article 6(1)(b) GDPR, i.e. processing is necessary for the performance of a contract concluded with the Guest or in order to take steps at the request of the data subject prior to entering into a contract,

In the case of the tickets described in subpoints "ii" and "iii" above – the basis for processing is the voluntary, explicit, specific, informed and unambiguous provision of information regarding the person's entitlement to the discount (the legal basis for processing health data is Article 9(2)(a) GDPR, i.e. explicit consent (giving such consent being necessary to achieve the purpose in question, i.e. verifying entitlement to the discounted ticket), and for ordinary data the basis is the same as in subpoint "i" above, i.e. Article 6(1)(b) GDPR). Data is stored for no longer than the limitation period for claims.

Data recipients

The anticipated recipients of personal data may be: entities processing personal data on behalf of the Controller, in particular: entities operating the Suntago Water Park Helpline, entities operating ICT systems and providing IT services, and entities providing the Controller with security, advisory, consulting, audit, marketing, legal, tax and accounting services, to the extent necessary to achieve the purposes of processing your personal data described above. Recipients of personal data will also



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include entities authorised by law (the Police, Municipal Guard, Poczta Polska (Polish Post), couriers, courts, bailiffs, Tax Offices, etc.). In addition, personal data will be disclosed to authorised employees or associates of the Controller.

In individual cases of data collection, the Controller will, where necessary and without prejudice to this Privacy Policy, provide separate, dedicated information concerning the specific data collection process in that particular situation.

Voluntary provision of data

Providing data for the purposes set out in the Privacy Policy is voluntary, although necessary in order to use the Suntago Water Park Helpline. Providing data for an invoice concerns data expressly specified in the law. The consequence of not providing data for the purposes set out in the Privacy Policy that also constitute a contractual requirement is, respectively, the inability to contact the Suntago Water Park Helpline, to use the service or to purchase a discounted ticket, the inability to handle a complaint, etc.

Your rights and other information

We also inform you that:

- a. you have the right to request from each Controller separately: access to the personal data concerning the data subject, its rectification, erasure or restriction of processing, to object to processing, and the right to data portability;
- b. where processing is based on a declaration of consent (legal basis: Article 6(1)(a) GDPR), the person giving such consent has the right to withdraw consent to data processing by each of the Controllers separately at any time, without affecting the lawfulness of processing carried out on the basis of consent before its withdrawal;
- c. you have the right to lodge a complaint with the supervisory authority — the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych) (at the address of the Personal Data Protection Office, ul. Stawki 2, 00-193 Warszawa);
- d. at the end of the retention period, personal data will be deleted;
- e. in accordance with Article 118 of the Polish Civil Code, the limitation period for claims is six years, and for claims for periodic payments and claims related to conducting business activity – three years. In turn, in accordance with Article 442(1) of the Polish Civil Code, a claim for

damage caused by a tort becomes time-barred three years from the day on which the injured party learned, or exercising due diligence could have learned, of the damage and of the person obliged to remedy it. However, this period may not be longer than ten years from the day on which the event causing the damage occurred. If the damage resulted from a crime or misdemeanour, the claim for redress becomes time-barred twenty years from the day the offence was committed, regardless of when the injured party learned of the damage and of the person obliged to remedy it. In the event of personal injury, the limitation period may not end earlier than three years from the day on which the injured party learned of the damage and of the person obliged to remedy it. The limitation period for claims of a minor for redress of personal injury may not end earlier than two years after that person reaches the age of majority;

- f. in connection with the operation of the Suntago Water Park Helpline, personal data may be transferred outside the European Economic Area. If such transfers take place, they will be carried out only in accordance with the applicable regulations. Data will be transferred in particular to countries for which the European Commission has issued adequacy decisions, or using appropriate safeguard mechanisms such as standard contractual clauses. Detailed information on the safeguards applied can be obtained by contacting the Data Protection Officer using the details provided above;
- g. personal data may be profiled within the scope of the marketing consent given. This means that, based on the personal data we hold about you and information about the products you have purchased or the services you use, or the cookies stored on your device, we may draw conclusions about your preferences and interests, which we may use to build your marketing profile. Based on the profiles built, we will be able to better tailor our marketing communications to your expectations. As a result, you will receive fewer irrelevant messages and offers for products you are not interested in buying.
- h. personal data is not used for automated decision-making;
- i. recordings of calls with Suntago Water Park Helpline staff are stored for 60 days – unless there is a need to use them in connection with pending or potential proceedings under the law or for another purpose described in point III. above;
- j. the Controller reserves the right to make changes to the Privacy Policy of the Suntago Water Park Helpline, which may result from technological development, possible changes in data protection law and the development of the Controller's business. We will inform users of any changes in a visible and understandable manner.



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- k. connection with pending or potential proceedings under the law or for another purpose described in point III. above;

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This Privacy Policy enters into force on 30.07.2023.