



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

„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

PARK OF POLAND PRIVACY POLICY

This Privacy Policy sets out the rules under which the personal data of Guests is processed, i.e. persons who provide their personal data via the www.suntago.com website or who visit the SUNTAGO Water Park or SUNTAGO Village and provide personal data there.

1. CONTROLLER AND DATA PROTECTION OFFICER: DETAILS AND CONTACT

The controller of the personal data of Guests visiting the **SUNTAGO Water Park**, using the services provided by the Water Park, persons creating an online account, purchasing tickets to the Water Park (on site or online), present in the area covered by video surveillance on the premises of the Water Park, applying for a job at the Water Park, subscribing to the newsletter, submitting questions or complaints or contacting the Water Park on other matters, as well as persons wishing to receive offers from the Water Park, is the owner of the Amusement Park — **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 (on site or online), being present in the area covered by video surveillance on the premises of Suntago Village, subscribing to the newsletter, wishing to receive offers from Suntago Village, applying for a job at Suntago Village, staying at Suntago Village, 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. Fosa 41/11, 02-768 Warszawa, marked: Data Protection Officer (Inspektor Ochrony Danych).

2. HOW DO WE PROCESS YOUR PERSONAL DATA?

2.1. Operations performed on the personal data of Guests of the SUNTAGO Water Park and SUNTAGO Village 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; hereinafter: the “Regulation” or “GDPR”) and the Polish Act of 10 May 2018 on the protection of personal data.

Under the Regulation, 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 or an identification number (PESEL national ID number, customer number in the system, booking number), or an e-mail address, telephone number or image.

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 of the Regulation, 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.
- 2.2. 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.

3. PURPOSES, LEGAL BASES AND RETENTION PERIOD

We will process personal data for the purpose of:

- 3.1. providing the services offered by the Controller, enabling the use of the online account, properly performing the contract for the purchase of tickets (to the Water Park or for accommodation at SUNTAGO Village), including identifying the person purchasing/registering an online account/logging in to the online account, accepting the order form, making a reservation and settling payments – under Article 6(1)(b) or (c) GDPR (processing is necessary for the performance of a contract concluded with the customer electronically when creating an account or buying tickets online, or concluded on site in the case of purchase at the location, or in order to take steps at the request of the data subject prior to entering into a contract, or to comply with statutory obligations of the Controller arising in particular from tax and accounting regulations). In addition, the Controller may process data for the purpose of defending, pursuing or establishing claims – 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 or until obligations become time-barred, or for the period required by law (for tax liabilities, this is 5 years from the end of the calendar year in which the tax payment deadline expired, pursuant to Article 70 of the Polish Tax Ordinance Act of 29 August 1997).

In the case of an online account, data will be stored until the account is deleted.

In the case of the purchase of Unlimited tickets bearing the Guest's image, the Controller may ask the Guest to present an identity document in order to confirm the identity of the person using such a ticket. In that case, data is processed solely by means of a one-time viewing (presentation of the relevant document to an authorised person). This is a one-time operation, as after it the data in question is not processed by the Controller (which means that the Controller does not store the data shown on the identity document).

- 3.2. providing the Chatbot service offered by the Controller, which enables the User to obtain information about the Controller's products and services quickly and easily and to get answers to frequently asked questions. The Chatbot service is an electronic service provided to enable the User to contact the Controller. The service is available on the Controller's website and on its social media (e.g. in the Messenger app).

The controller of the User's personal data processed in connection with the use of the Chatbot service is the Controller. As part of the Chatbot service, data such as name and surname, e-mail address, telephone number and image may be processed in order to verify the User and provide the service.

The User's data will be processed for the purpose of communication with the Controller – under Article 6(1)(f) GDPR (this purpose constitutes the so-called legitimate interest of the Controller); for marketing purposes, if the User has consented to receiving marketing content – under Article 6(1)(f) GDPR in connection with the consent given (the legal basis is the legitimate interest of the Controller); and for the purpose of defending, pursuing or establishing claims – 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.

- 3.3. ongoing contact (by post, telephone or electronically, including by e-mail) 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 and preventing fraud – 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.

- 3.4. marketing, including sending commercial information (in particular offers) of our own or concerning our partners, to an e-mail address or by telephone, if the Customer/Guest has given marketing consent (in particular by ticking the relevant box during the booking process or when submitting an enquiry via the contact form) – on the basis of the Controller's legitimate interest in delivering marketing content requested by the Customer/Guest, i.e. Article 6(1)(f) GDPR.

Any marketing consent to receive commercial information electronically or by telephone may be withdrawn at any time 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 the data subject effectively lodges an objection or until the Controller's legitimate interest ceases.

- 3.5. where a date of birth is voluntarily provided in the customer account, which is equivalent to giving consent to receive information about special birthday promotions or discounts – on the basis of the Controller's legitimate interest in delivering marketing content requested by the Customer (Article 6(1)(f) GDPR).

Data will be stored until the data subject effectively lodges an objection or until the Controller's legitimate interest ceases.

- 3.6. where information on gender and country is voluntarily left in the customer account after logging in – we will use it for data analysis purposes (Article 6(1)(f) GDPR, which constitutes our legitimate interest).

Data will be stored until it is deleted by the account user, and no longer than until the account is deleted.

- 3.7. where a person subscribes to the newsletter, which is equivalent to giving marketing consent – sending users useful information about current events at the Controller – on the basis of the Controller's legitimate interest in delivering marketing content requested by the Customer/Guest (Article 6(1)(f) GDPR).

Data will be stored until the data subject effectively lodges an objection or until the Controller's legitimate interest ceases.

- 3.8. pursuing the Controller's legitimate interest, namely direct marketing conducted in traditional (paper) form – under Article 6(1)(f) GDPR. You have the right to object to such processing.

Data will be stored until an objection is lodged or until the Controller's legitimate interest ceases.

- 3.9. pursuing the legitimate interest of the personal data Controller under Article 6(1)(f) GDPR in the case of video surveillance of persons present on the premises of the Facility (the SUNTAGO Water Park and SUNTAGO Village). In the case of video surveillance, the Controller's legitimate interest is to ensure the safety of persons (protection of life or health) or property, and in the case of surveillance recordings – additionally to provide evidence of events that have occurred – owing to the nature of the services provided by the Controller and the areas closed to use due to risk to life and health.

Data is processed in the form of a person's image or other information identifying or enabling the identification of that person (e.g. the date of the visit/event, items of clothing, activities performed, as recorded by the system's cameras).

Data from video surveillance recordings will be stored for up to 30 days from the date of recording. Where the recordings constitute evidence in proceedings conducted under

the law, or the Controller learns that they may constitute evidence in proceedings, this period will be extended until such proceedings are legally concluded.

3.10. 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:

- (a) date of birth — children's ticket, senior ticket;
- (b) information confirming disability — ticket for a person with a disability;
- (c) information confirming pregnancy — ticket for a pregnant woman;

In the cases described in points "a" – "c", 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, beyond the one-time act of presentation described above, the Controller does not hold the data in question).

The data described in points "a" – "c" is processed in order to grant a discount at the request of the person applying for it (or a person acting on their behalf) — respectively:

- (a) in the case of the ticket described in point "a" above — after the person has demonstrated the relevant entitlement to the discount before the contract is concluded (the legal basis for processing is Article 6(1)(b) of the Regulation, 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),
- (b) in the case of the tickets described in points "b" and "c" above — by means of a voluntary, explicit, specific, informed and unambiguous presentation of the relevant document confirming the person's entitlement to the discount (the legal basis for processing health data is Article 9(2)(a) of the Regulation, 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 point "a" above, i.e. Article 6(1)(b)).

A supplementary purpose of data processing is the Controller's financial reporting, since the rule is to sell standard tickets (with regard to the number of discounted tickets sold).

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

3.11. providing medical assistance

There is a medical aid point at the SUNTAGO Water Park. Personal data will be processed for the purpose of providing first aid or medical assistance in accordance with the principles of the Regulation (including the principle of proportionality). The legal basis for processing — with regard to health data — is, respectively:

- (a) Article 9(2)(a) of the Regulation, i.e. the explicit consent of the data subject (such consent may also be given orally) (or of their legal representative).
- (b) Article 9(2)(c) of the Regulation, i.e. processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent.

Such data will be stored for a period of 24 months.

3.12. with regard to the lost property office:

There is a lost property office at the SUNTAGO Water Park and in SUNTAGO Village. Personal data in this respect will be processed, in accordance with the principles of Article 5 of the Regulation, in order to fulfil the legal obligation of the data Controller laid down in the Polish Act of 20 February 2015 on found property with regard to the obligations and rights of the finder and the custodian – under Article 6(1)(c) GDPR.

Data is stored for no longer than one calendar year from the time the item is found.

3.13. conducting the recruitment process.

In recruitment processes for employment under an employment contract, the Controller expects personal data (e.g. in a CV or résumé) to be provided only to the extent specified in labour law (Article 6(1)(c) GDPR in conjunction with Article 22(1) of the Polish Labour Code). Where applications contain additional data beyond the scope specified in labour law, its processing will be based on the candidate's consent (Article 6(1)(a) GDPR), expressed through a clear affirmative act, namely ticking the consent to data processing or voluntarily sending such information to the Controller where the Controller does not require it. Where applications contain information that is not relevant to the purpose of recruitment, it will not be used or taken into account in the recruitment process.

In recruitment processes for engagement on a basis other than an employment contract, the processing of the candidate's personal data is based on the candidate's consent (Article 6(1)(a) GDPR), expressed through a clear affirmative act, namely ticking the consent to data processing or voluntarily sending such information to the Controller.

The recruitment process consists of several stages during which candidates' personal data is processed: initial screening of applications received, contact with selected candidates and selection of the employee. If the candidate consents to the processing of the personal data provided for future recruitment processes, the legal basis for such processing is Article 6(1)(a) GDPR, which permits personal data to be processed on the basis of freely given consent that may be withdrawn at any time without affecting the lawfulness of processing carried out on the basis of consent before its withdrawal.

Personal data processed as part of the recruitment process will be processed until the current process is completed. If the candidate consents to the processing of their data for future recruitment processes, the Controller will process it until consent is withdrawn, but no longer than 12 months from the date on which it was sent.

3.14. running accounts/fan pages on social media platforms.

The Controller processes the personal data of users visiting the Controller’s profiles on social media (Facebook, Instagram, YouTube, X (formerly Twitter), TikTok, LinkedIn). This data is processed solely in connection with running the profile, including informing users about the Controller’s activities and promoting various events and products, as well as communicating with users via the functionalities available on social media (comments, messages, chat, invitations, reactions). The legal basis for the Controller’s processing of personal data for this purpose is its legitimate interest (Article 6(1)(f) GDPR), consisting in promoting its own brand.

Data will be processed until an objection is lodged or until the Controller’s legitimate interest ceases.

Detailed information on the processing of data of users visiting the Controller’s individual social media profiles is available on those profiles.

4. DATA RECIPIENTS, 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, respectively: Article 6(1)(a) or Article 9(2)(a)), 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) providing data for the purposes set out in the Privacy Policy is voluntary, although necessary for the performance of the obligations or rights described by the Controller. Providing data for an invoice or as part of a recruitment process for employment under an employment contract concerns data expressly specified in the law, and providing it is a statutory requirement. 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 use the service, to purchase a discounted ticket, or to purchase a photo/gadget featuring the Guest’s image from a given attraction/device, no medical assistance being provided where the person could have given consent, the inability to handle a complaint, etc., unless the law requires such assistance to be provided against that person’s will;
- (d) 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);
- (e) the anticipated recipients of Guests’ personal data may be: entities supporting the Controller by providing outsourced services under concluded agreements, in particular: entities providing photography services capturing the Guest’s image, entities operating ICT systems and providing IT services, and entities providing the

Controller with postal, courier, payment, 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 include providers of medical services, insurance companies or entities authorised by law (the Police, Municipal Guard, courts, bailiffs, the Tax Office, the Sanitary Inspectorate, etc.). In addition, personal data will be disclosed to authorised employees or associates of the Controller. If the Guest/customer has consented to receiving commercial/marketing information from the Controller's partners, the recipients of the data will also include the partners of the selected Controller;

- (f) in justified cases, including in connection with the use of the Chatbot, social media services, external tools for operating the Suntago Helpline, and suppliers providing photography services capturing the Guest's image, personal data may be transferred to countries outside the European Economic Area (so-called third countries), only to the extent necessary for the provision of services to the Controller by its suppliers or subcontractors.

In such situations, data is transferred in accordance with the requirements of Chapter V GDPR, i.e. only:

- (i) to countries in respect of which the European Commission has issued an adequacy decision referred to in Article 45 GDPR (including the United Kingdom and the USA, and in the case of the USA to entities that are active participants in the Data Privacy Framework programme), or
- (ii) subject to appropriate safeguards referred to in Article 46 GDPR, in particular standard data protection clauses adopted by the European Commission.

In every case, data is transferred in compliance with security and privacy protection principles.

- (g) at the end of the retention period, personal data will be deleted;
- (h) 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.



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- (i) In individual cases of data collection, the Controller will, where necessary, provide separate, dedicated information concerning the specific data collection process in that particular situation.
- (j) The Controller reserves the right to amend the privacy policy, which may result from the development of internet technology, possible changes in data protection law and the development of the Controller's business. The current version of the Policy is published on the Controller's website.

In matters not regulated by this Policy, EU and national personal data protection regulations apply.

This Privacy Policy enters into force on 26.08.2026.