

**PRIVACY NOTICE CONCERNING THE PROCESSING OF PERSONAL DATA
WHEN GIVING A COMPLAINT OR A FEEDBACK, OR ASKING A QUESTION
ON THE PHONE**

When giving a complaint, a feedback, or an opinion, or asking a question when calling Sziget Ltd.'s +36 20 345 9155 or +36 (80) 315 000 phone number, you necessarily provide personal data, which we will process in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter: “**GDPR**”). We would like to inform you about the details of the processing of your personal data and your relevant rights.

The Controller	Sziget Kulturális Menedzser Iroda Zártkörűen Működő Részvénytársaság (Sziget Cultural Management Private Company Limited by Shares, H-1033 Budapest, Hajógyári sziget hrsz. 23796/58, company registration number: 01-10-049598, tax number: 26189905-2-41, email address: dpo@sziget.hu ; hereinafter referred to as “ Controller ”).
The data protection officer’s contact details:	Data protection officer: Balázs Takács Mailing address: H-1033 Budapest, Hajógyári-sziget hrsz: 23796/58. Email: dpo@sziget.hu
Personal data to be processed	<ul style="list-style-type: none"> • Name, • Phone number, • Comment, feedback, question, • In case of complaint: address, • In case of complaint: Individual identification number of the complaint.
Purpose of processing	<p>The name is necessary for a proper address, and in case of a complaint, it is necessary for identification.</p> <p>The Controller needs the phone number for keeping in contact.</p> <p>Comment or opinion helps the Controller to develop its services, and - based on your complaint - it can fulfill its obligations relating to the complaint handling, and the Controller may answer the questions.</p> <p>In case of a complaint the Controller sends its reply to the address.</p> <p>The application of an individual identification number of the complaint is</p>

	required by law.
Duration of processing	<p><u>In case of complaint:</u></p> <p>Controller is mandated to keep the record of the complaint and a copy of the response for 5 years, and to submit them to the supervisory authorities upon request pursuant to 17/A. § (7) of the Act on Consumer Protection. If Controller is mandated to keep the data pursuant to Act C of 2000 on Accounting, then Controller only deletes the data 8 years after filing complaint, regardless of data subject's consent</p> <p><u>In case of a feedback, request, opinion, question (are not deemed a complaint):</u></p> <p>Until withdrawal of your consent; otherwise, the Controller deletes the personal data 1 year after the receipt of the feedback, request, opinion, question.</p> <p>Consent may be withdrawn at any time by sending an email to dpo@sziget.hu.</p> <p><u>In case of a complaint made by a person who is not a customer:</u></p> <p>The Controller stores the personal data for 5 years since any contracting party may enforce a civil claim for that period against the other party in accordance with the 6:22 (1) of the Act V of 2013 on the Civil Code ("Civil Code").</p>
Legal basis for processing	<p><u>In case of complaint:</u></p> <p>The legal basis for processing is compliance with a legal obligation to which the Controller is subject pursuant to GDPR Article 6 Paragraph 1 c) and your consent.</p> <p><u>In case of a feedback, opinion:</u></p> <p>Your consent pursuant to Article 6(1)(a) of the GDPR (by sending the feedback the consent is deemed as given)</p>
Transfer	
Personal data are processed by the employees of the Controller in order to achieve the abovementioned purpose. No personal data will be transferred to third countries or to	

international organisations.

Rights, legal remedies, complaints

Pursuant to the GDPR, you may request access to the personal data and may request information about data processing (which will be provided by the Controller within no more than 30 days), may request rectification of personal data (except for your comment, complaint, question due to their nature) or- if the legal basis for processing is consent - their erasure (such erasure does not affect the lawfulness of processing based on consent before its withdrawal). You may request the restriction of data processing, and in case the legal basis for processing is your consent you have the right to data portability.

If you feel that the Controller has violated any of the legal provisions applicable to data processing, please contact us first, using any of the above contact information, or at the following email address: dpo@sziiget.hu. If this proves to be unsuccessful, you may initiate a proceeding with the **Hungarian National Authority for Data Protection and Freedom of Information** (Nemzeti Adatvédelmi és Információszabadság Hatóság, NAIH, mailing address: H-1125 Budapest, Szilágyi Erzsébet fasor 22/c., email: ugyfelszolgalat@naih.hu) or seek **judicial remedy**.

04 May 2022, Budapest