

**PRIVACY NOTICE CONCERNING THE PROCESSING OF PERSONAL DATA
PROVIDED DURING COMPLAINT HANDLING**

During complaint handling, you necessarily provide personal data, which we will process in accordance with Act CXII of 2011 on Informational Self-Determination and Freedom of Information (hereinafter: “**Privacy Act**”), Regulation (EU) 2016/679 of the European Parliament and of the Council 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: “**GDPR**”), as well as Act V of 2013 on the Civil Code (hereinafter: “**Civil Code**”). In compliance with the requirements of the above referenced laws, 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:	The data protection officer’s contact details: Mailing address: H-1033 Budapest, Hajógyári-sziget hrsz: 23796/58. Email: dpo@sziget.hu
Personal data to be processed	a) name, address of consumer, b) place, time, method of filing complaint, c) detailed description of consumer complaint, log of documents, records and other proofs submitted by consumer, d) SZIGET’s statement regarding its position on the consumer complaint, if an immediate investigation of the consumer complaint is possible, e) signature of consumer and the person registering the complaint (except if complaint is submitted via email or phone) f) place and time of registering consumer complaint, g) Unique identification number of complaint.
Purpose of processing	Investigation of the complaint, complaint handling.
Duration of processing	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. 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
Legal basis for processing	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.
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	
<p>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 audio and visual recordings, due to their nature) or their erasure (to the extent this is reasonably possible and such erasure does not affect the lawfulness of processing based on consent before its withdrawal), or the restriction of data processing.</p> <p>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@sziget.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, seat: Hungary, H-1055 Budapest, Falk Miksa utca 9-11.; mailing address: 1374 Budapest, Pf. 603.; email: ugyfelszolgalat@naih.hu) or seek judicial remedy. (In all other matters, sections 14 to 23 of the Privacy Act and articles 15, 17, 18 and 21 of the GDPR will apply.)</p>	