

## Privacy Policy according to the GDPR

### I. Name and address of the Controller

The controller within the meaning of the General Data Protection Regulation and other national data protection laws of the member states as well as other data protection provisions is:

*Ticketcounter OS GmbH*

*Alt Heerdt 104*

*40549 Düsseldorf*

*T +49 (0)211 – 93 67 02 80*

*E-Mail: [kontakt@ticketcounter.eu](mailto:kontakt@ticketcounter.eu)*

*Website: [www.ticketcounter.eu](http://www.ticketcounter.eu)*

*Ust.-Id.-Nr.: DE316746598*

*Chamber of Commerce Düsseldorf, HRB 82952*

### II. Name and address of the Data Protection Officer

The data protection officer of the controller is:

*Ticketcounter OS GmbH*

*Alt Heerdt 104*

*40549 Düsseldorf*

*T +49 (0)211 – 93 67 02 80*

*E-Mail: [gdpr@ticketcounter.eu](mailto:gdpr@ticketcounter.eu)*

### III. General information on data processing

1. Ticketcounter takes your privacy seriously and explains how it is carried out in this privacy statement.

#### Scope of the processing of personal data

Ticketcounter processes personal data about you as a consumer. We facilitate the sale of online tickets on behalf of day recreation parks (such as zoos and amusement parks).

We use this information to facilitate the online purchase of a ticket(s) for access to that park, to provide that ticket to you, and, if necessary, to assist you by phone or email.

As a matter of principle, we process personal data of our users only to the extent necessary to provide a functional website and our content and services. The processing of personal data of our users is regularly only carried out with the consent of the user. An exception applies in those cases where obtaining prior consent is not possible for actual reasons and the processing of the data is permitted by legal regulations.

## 2. Lawful basis for the processing of personal data

Insofar as we obtain the consent of the data subject for processing operations involving personal data, Art. 6 (1) (a) GDPR serves as the legal basis.

When processing personal data that is necessary for the performance of a contract to which the data subject is a party, Art. 6 (1) lit. b GDPR serves as the legal basis. This also applies to processing operations that are necessary for the performance of pre-contractual measures.

Insofar as processing of personal data is necessary for the fulfillment of a legal obligation to which our company is subject, Art. 6 (1) lit. c GDPR serves as the legal basis.

In the event that vital interests of the data subject or another natural person make processing of personal data necessary, Art. 6 (1) lit. d GDPR serves as the legal basis.

If the processing is necessary to protect a legitimate interest of our company or a third party and the interests, fundamental rights and freedoms of the data subject do not override the first-mentioned interest, Art. 6 (1) f GDPR serves as the legal basis for the processing.

### Data deletion and storage period

The personal data of the data subject will be deleted or blocked as soon as the purpose of storage ceases to apply. Storage may also take place if this has been provided for by the European or national legislator in Union regulations, laws or other provisions to which the controller is subject. Data will also be blocked or deleted if a storage period prescribed by the aforementioned standards expires, unless there is a need for further storage of the data for the conclusion or performance of a contract.

## IV. Provision of the website and creation of log files

### 1. Description and scope of data processing

Each time our website is accessed, our system automatically collects data and information from the computer system of the accessing computer.

The following data is collected:

1. full name, date of birth, (mail) address, telephone number.
2. data required for the use of the requested payment method, including the account number (or part of it)

The data is also stored in the log files of our system. Not affected by this are the IP addresses of the user or other data that allow the data to be assigned to a user. This data is not stored together with other personal data of the user.

## 2. Lawful basis for data processing

The lawful basis for the temporary storage of the data is Art. 6 (1)(f) GDPR.

## 3. Purpose of data processing

Our services are integrated with those of our partners (zoos or amusement parks), but have some specific characteristics.

We only collect and process data that is necessary for the purchase of a ticket. We forward some of this data to a payment processor (payment service provider) approved by the European Central Bank for payment processing.

### Other Data

Only after an appointment has been made with our partner can we store data on their behalf, the use of which you yourself have consented to by means of an "opt-in". The purpose is always indicated there. We do not process this data but make it available to the person to whom you have given your consent.

### **Special and/or Sensitive Personal Information:**

Our website and/or service does not intend to collect information about website visitors under the age of 16. Except with the permission of a parent or guardian. However, we cannot verify that a visitor is over the age of 16. We encourage parents to participate in their children's online activities to prevent information about children from being collected without parental consent. If you believe that we have collected personal information about a minor without such consent, please contact us at [info@ticketcounter.eu](mailto:info@ticketcounter.eu) and we will delete that information.

These purposes also constitute our legitimate interest in processing data pursuant to Art. 6(1)(f) GDPR.

### 4. duration of storage

Ticketcounter will not retain your personal data longer than is strictly necessary to achieve the purposes for which your data is collected. Our retention period is: 14 months after December 31 of the year in which you ordered your tickets. The contracted payment company will keep the data according to the instructions of the bank concerned.

### 5. possibility of objection and elimination

The collection of data for the provision of the website and the storage of the data in log files is absolutely necessary for the operation of the website. Consequently, there is no possibility of objection on the part of the user.

## V. Use of Cookies

### **a) Description and scope of data processing**

Our website uses cookies. Cookies are text files that are stored in the Internet browser or by the Internet browser on the user's computer system. When a user clicks to a website, a cookie may be stored on the user's operating system. This cookie contains a characteristic string of characters that enables the browser to be uniquely identified when the website is clicked to again. We use cookies

to make our website more user-friendly. Some elements of our website require that the retrieving browser can be identified even after a page change.

Ticketcounter does not use analytical and tracking cookies on its own websites: [www.ticketcounter.nl](http://www.ticketcounter.nl) and [www.ticketcounter.eu](http://www.ticketcounter.eu) and Ticketcounter does not collect information from visitors to these websites. Ticketcounter uses cookies with a purely technical functionality. These ensure that the website works properly, for example, your preferences can be stored and this helps us to design the website properly. It also allows us to optimize our website.

Ticketcounter implements webshops on its partners' websites. Functional, analytical and tracking cookies can be used under the responsibility of the partner. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you visit this website for the first time.

When you first visit a website of one of our partners, they have already informed you about these cookies and asked for permission to set them.

You can opt out of cookies by setting your Internet browser so that it no longer stores cookies. In addition, you can also delete all previously stored information via your browser settings.

#### **b) Lawful basis for data processing**

The lawful basis for the data processing and the use of cookies is art. 6 (1)(f) GDPR.

#### **c) Purpose of data processing**

The purpose of using technically necessary cookies is to simplify the use of websites for users. Some functions of our website cannot be offered without the use of cookies. For these, it is necessary that the browser is recognized even after a page change.

The user data collected through technically necessary cookies are not used to create user profiles.

In these purposes also lies our legitimate interest in the processing of personal data according to art. 6 (1)(f) GDPR.

#### **d) Duration of storage, possibility of objection and removal.**

Cookies are stored on the user's computer and transmitted to our site by the user. Therefore, you as a user also have full control over the use of cookies. By changing the settings in your Internet browser, you can disable or restrict the transmission of cookies. Cookies that have already been stored can be deleted at any time. This can also be done automatically. If cookies are deactivated for our website, it may no longer be possible to use all functions of the website in full.

## VI. Rights of the data subject

*The following list includes all rights of data subjects under the GDPR.*

If your personal data is processed, you are a data subject within the meaning of the GDPR and you have the following rights vis-à-vis the controller:

### 1. Right to information

You may request confirmation from the controller as to whether personal data concerning you is being processed by us.

If there is such processing, you can request information from the controller about the following:

- (1) the purposes for which the personal data are processed;
- (2) the categories of personal data which are processed;
- (3) the recipients or categories of recipients to whom the personal data concerning you have been or will be disclosed;
- (4) the planned duration of the storage of the personal data concerning you or, if concrete information on this is not possible, criteria for determining the storage period;
- (5) the existence of a right to rectification or erasure of the personal data concerning you, a right to restriction of processing by the controller or a right to object to such processing;
- (6) the existence of a right of appeal to a supervisory authority;
- (7) any available information on the origin of the data, if the personal data are not collected from the data subject;
- (8) the existence of automated decision-making, including profiling, pursuant to art. 22(1) and (4) of the GDPR and, at least in these cases, meaningful information about the logic involved and the scope and intended effects of such processing for the data subject.

You have the right to request information about whether personal data concerning you is transferred to a third country or to an international organization. In this context, you may request to be informed about the appropriate safeguards pursuant to art. 46 GDPR in connection with the transfer. Recht auf

### 2. Rectification

You have a right to rectification and/or completion vis-à-vis the controller if the processed personal data concerning you are inaccurate or incomplete. The controller shall carry out the rectification without undue delay.

### 3. Right to restriction of processing

You may request the restriction of the processing of personal data concerning you under the following conditions:

- (1) if you contest the accuracy of the personal data concerning you for a period enabling the controller to verify the accuracy of the personal data;
- (2) the processing is unlawful and you object to the erasure of the personal data and request instead the restriction of the use of the personal data;
- (3) the controller no longer needs the personal data for the purposes of processing, but you need it for the establishment, exercise or defense of legal claims; or
- (4) if you have objected to the processing pursuant to Article 21(1) of the GDPR and it is not yet clear whether the controller's legitimate grounds override your grounds.

If the processing of personal data concerning you has been restricted, such data may - apart from being stored - only be processed with your consent or for the establishment, exercise or defense of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or a Member State.

If the restriction of processing has been restricted in accordance with the above conditions, you will be informed by the controller before the restriction is lifted.

#### 4. Right to deletion

##### *a) Obligation to delete*

You may request the controller to erase the personal data concerning you without undue delay, and the controller is obliged to erase such data without undue delay, if one of the following reasons applies:

- (1) The personal data concerning you are no longer necessary for the purposes for which they were collected or otherwise processed.
- (2) You revoke your consent on which the processing was based pursuant to Art. 6(1)(a) or Art. 9(2)(a) GDPR and there is no other lawful basis for the processing.
- (3) You object to the processing pursuant to Art. 21 (1) GDPR and there are no overriding legitimate grounds for the processing, or you object to the processing pursuant to Art. 21 (2) GDPR.
- (4) The personal data concerning you have been processed unlawfully.
- (5) The erasure of the personal data concerning you is necessary for compliance with a legal obligation under Union or Member State law to which the controller is subject.

- (6) The personal data concerning you has been collected in relation to information society services offered pursuant to Article 8(1) GDPR.

#### *b) Information to third parties*

If the controller has made the personal data concerning you public and is obliged to erase it pursuant to Article 17(1) GDPR, it shall take reasonable measures, including technical measures, to inform data controllers which process the personal data, taking into account the available technology and the cost of implementation, that you, as the data subject, have requested that they erase all links to or copies or replications of such personal data.

Ticketcounter will not sell your data to third parties and will only provide it if it is necessary for the performance of our agreement with you or to comply with a legal obligation. Or if you have consented by actively confirming your consent. With companies that process your data on our behalf, we conclude a Data Processing Agreement where possible and applicable in order to ensure the same level of security and confidentiality of your data. Ticketcounter remains responsible for the processing carried out on Ticketcounter's behalf.

#### *c) Exceptions*

The right to erasure does not exist insofar as the processing is necessary for:

- (1) the exercise of the right to freedom of expression and information;
- (2) compliance with a legal obligation which requires processing under Union or Member State law to which the controller is subject, or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- (3) reasons of public interest in the area of public health pursuant to Article 9(2)(h) and (i) and Article 9(3) GDPR;
- (4) archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes pursuant to Article 89(1) GDPR, insofar as the right referred to in section (a) is likely to render impossible or seriously prejudice the achievement of the purposes of such processing; or
- (5) for the assertion, exercise or defense of legal claims.

#### 5. Right to information

If you have asserted the right to rectification, erasure or restriction of processing against the controller, the controller is obliged to inform all recipients to whom the personal data concerning you have been disclosed of this rectification or erasure of the data or restriction of processing, unless this proves impossible or involves a disproportionate effort.

You have the right against the controller to be informed about these recipients.

## 6. Right to data portability

You have the right to receive the personal data concerning you that you have provided to the controller in a structured, commonly used and machine-readable format. You also have the right to transfer this data to another controller without hindrance from the controller to whom the personal data was provided, provided that.

(1) the processing is based on consent pursuant to Art. 6(1)(a) GDPR or Art. 9(2)(a) GDPR or on a contract pursuant to Art. 6(1)(b) GDPR, and

(2) the processing is carried out with the help of automated procedures.

In exercising this right, you also have the right to obtain that the personal data concerning you be transferred directly from one controller to another controller, insofar as this is technically feasible. Freedoms and rights of other persons must not be affected by this.

The right to data portability does not apply to processing of personal data necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

## 7. Right of objection

You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you which is carried out on the basis of Article 6(1)(e) or (f) GDPR; this also applies to profiling based on these provisions.

The controller shall no longer process the personal data concerning you unless it can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the purpose of asserting, exercising or defending legal claims.

If the personal data concerning you is processed for the purposes of direct marketing, you have the right to object at any time to the processing of personal data concerning you for the purposes of such marketing; this also applies to profiling, insofar as it is related to such direct marketing.

If you object to the processing for direct marketing purposes, the personal data concerning you will no longer be processed for these purposes.

You have the possibility, in connection with the use of information society services, notwithstanding Directive 2002/58/EC, to exercise your right to object by means of automated procedures using technical specifications.

## 8. Right to revoke the declaration of consent under data protection law

You have the right to revoke your declaration of consent under data protection law at any time. The revocation of consent does not affect the lawfulness of the processing carried out on the basis of the consent until the revocation.

## 9. Automated decision in individual cases including profiling.

You have the right not to be subject to a decision based solely on automated processing - including profiling - which produces legal effects concerning you or similarly significantly affects you. This does not apply if the decision

(1) is necessary for the conclusion or performance of a contract between you and the controller,



- (2) is permitted by legislation of the Union or the Member States to which the controller is subject and that legislation contains appropriate measures to safeguard your rights and freedoms and your legitimate interests; or
- (3) is done with your express consent.

However, these decisions may not be based on special categories of personal data pursuant to Article 9(1) of the GDPR, unless Article 9(2)(a) or (g) of the GDPR applies and appropriate measures have been taken to protect the rights and freedoms and your legitimate interests.

With regard to the cases mentioned in (1) and (3), the controller shall take reasonable steps to safeguard the rights and freedoms as well as your legitimate interests, which include, at a minimum, the right to obtain the intervention of a person on the part of the controller, to express his or her point of view and to contest the decision.

#### 10. Right to complain to a supervisory authority

Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your residence, place of work or the place of the alleged infringement, if you consider that the processing of personal data concerning you infringes the GDPR.

The supervisory authority to which the complaint has been lodged shall inform the complainant of the status and outcome of the complaint, including the possibility of a judicial remedy under Article 78 GDPR.