

TERMS AND CONDITIONS OF USE, PRIVACY NOTICE for registration on ugyfelablak.budavar.hu website

The opening hours of the upper observation deck of the Fisherman's Bastion, the price of tickets and the range of beneficiaries are regulated by local government resolution 12/2021 (VI.24.) of the Budapest District 1 Council. Based on local government resolution 13/2021 (VI.24.) of the Budapest District 1 Council, on the basis of agreement concluded with Budavári Kapu Kft. (registered address: 1014 Budapest, Kapisztrán tér 1., Cg.: 01 09 952764, contact: www.budavarikapu.hu), the company was entrusted with the operation tasks related to the entry to, the operation of the access control system and the performance of other related activities of the upper observation deck level of the Fisherman's Bastion.

The Municipality fulfils the obligations set out in Regulation (Eu) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Regulation (EC) No 95/46 (hereinafter referred to as the GDPR) with regard to the data processing related to the website set up for the advance purchase of group tickets through this notice.

The Municipality may also be contacted via the electronic administration interface operated by it, also accessible from the www.budavar.hu website called "Client Window" (hereinafter: **Client Window**), which can be found at <https://ugyfelablak.budavar.hu/HBcsoportos/> <https://ugyfelablak.budavar.hu/HBticket/> and provides to its client the electronic administration option for group and individual tickets:

A) TERMS AND CONDITIONS OF USE

Using the Client Window Fisherman's for the use of electronic administration of Fisherman's Bastion group tickets for the use of electronic is subject to **registration on the Client Window**. During registration in the Client Window system, by pressing the button "*I accept*" on this "Terms and Conditions of Use and Privacy Notice" the user accepts and acknowledges the contents of this notice as binding.

Using the electronic administration through Client Window for individual tickets to Fisherman's Bastion is not subject to registration **in the Client Window interface**.

I. Registration:

Fisherman's Bastion group tickets in the case of electronic administration: As a first step, the buyer must provide the following information:

- Name (*mandatory*)
- E-mail address (*mandatory*)
- Phone number (*optional*)

Billing data:

- Company name (*mandatory*)
- Tax number (*mandatory*)
- Town (*mandatory*)
- Name of public space (*mandatory*)
- Type of public space (*mandatory*)
- House number (*mandatory*)

Then the system will automatically send the activation code to the applicant at the email address provided (registration). After activation (by clicking on the "Activate Client Window" link), the client can log in to his account.

II. Modify registration data

This function allows to change the data (name, email address and password, billing data) provided during the registration) and to terminate the account at Client Window.

Some functions of the Client Window provide opportunities for administration as follows:

III. Fisherman's Bastion group tickets sale

The opening hours of the upper observation deck of the Fisherman's Bastion, the price of tickets and the range of beneficiaries is regulated by local government resolution 12/2021 (VI.24.) of the Budapest District 1 Council, tickets may be purchased by tour guides holding a photo tour guide certificate for a group of more than 6 people, on the Fisherman's Bastion group tickets sale interface. In this case, the entry of a tour guide holding a photo tour guide certificate is free of charge.

Within this function, the number of people wishing to enter the Fisherman's Bastion with a tour guide (minimum of 6 people) must be specified. Once the desired group size has been set, it is possible to initiate a credit card payment, after accepting the data transfer statement.

IV. Fisherman's Bastion individual tickets sale

The opening hours of the upper observation deck of the Fisherman's Bastion, the price of tickets and the range of beneficiaries is regulated by local government resolution 12/2021 (VI.24.) of the Budapest District 1 Council, tickets may be purchased on the Fisherman's Bastion individual tickets sale interface. Full price and 50% discounted tickets (for children below 14 years of age and students holding a student pass, retired citizens of Hungary and the Member States of the European Union pay 50% of the ticket price) may be purchased.

Within this function, it is possible to purchase a full price or a 50% discounted ticket that entitles to enter the upper observation deck of the Fisherman's Bastion. Once the quantity of desired ticket type has been set, it is possible to initiate a credit card payment after accepting these two notices below.

- Data transfer statement
- Terms and Conditions of Use, Privacy Notice

Payment with credit card Payment can be made through redirecting to the banking interface within the period provided by the banking interface to complete the transaction. If payment is not completed within the time allowed, the payer will be redirected to the Client Window where payment can be restarted.

B) PRIVACY NOTICE

The use of the Client Window is conditional upon registration, and in connection with this registration and the personal account created in the Client Window data will be processed as follows.

I. CONTROLLER AND PROCESSOR

Details of the Processor:

Name: **Metropolitan City Budapest District 1 Buda Castle Mayor's Office** (hereinafter: the Office)

Registered address: 1014 Budapest, Kapisztrán tér 1.

e-mail: hivatal@budavar.hu

Telephone: (+36) 1-458-3000

Registered address: 1014 Budapest, Kapisztrán tér 1.

Mailing address: 1250 Budapest,

PO box 35. E-mail:

ugyfelszolgalat@budavar.hu

Telephone: +36 1 458 3030, +36 1 458-3025

Website: www.budavar.hu

The Controller shall not use a separate Processor.

II. SCOPE OF DATA PROCESSED, SOURCE OF DATA, PURPOSE, LEGAL BASIS AND DURATION OF DATA PROCESSING

The Controller shall process, during registration to the Client Window and maintenance of the personal account, the following **personal and non-personal data** of the natural and legal persons subscribing to the service:

- name (surname and given name)
- company name
- tax number
- billing address of the company headquarters
- phone number
- E-mail address
- password

Data is collected directly from data subjects (persons registering) in a way that the persons registering to the service provide all the data themselves, by completing the fields on the registration page.

The **purpose of data processing** is to clearly identify and differentiate between persons registering for the Client Window. If the Controller wishes to use the personal data processed by it for any purpose other than the data processing purpose specified herein, it will then separately obtain the consent of the data subjects electronically.

Data processing may take place **only subject to the prior and voluntary express consent of the persons concerned**. This consent is given by those concerned during the registration on the Client Window interface by pressing the "I accept" button for these Terms and Conditions of Use and Privacy Notice.

The data will be processed as of the registration on the Client Window until:

- the registering person terminates his personal account and thereby withdraws his consent to the processing, or
- the purpose of data processing is ceased.

III. DATA SECURITY MEASURES

The Controller shall ensure the security of the data in the electronic register by protecting its IT system and network against computer-assisted fraud, espionage, sabotage, vandalism, fire and flood, as well as computer viruses, computer hacking and denial of service attacks. The Controller shall ensure security by using server-level and application-level protection procedures.

With regard to the electronic register, the Data Controller shall not grant access to unauthorised persons and shall take all measures to ensure that the access data cannot be obtained by unauthorised persons.

IV. DATA TRANSFER, PERSONS ACCESSING DATA

The data of the data subject may be accessed by the Controllers' employees (Head of the Customer Service Office and clerks), to the extent and for the time necessary for their work, in view of the purpose limitation principle.

The Controller shall transfer the data of the data subject to any third party only subject to the prior written consent of the data subject or to fulfil an obligation provided for by the law, a court order or official decision.

V. RIGHTS AND REMEDIES

a) Rights (under Sections 14 to 18 of the Information Act)

Information

At the request of the data subject, the Controller shall provide information on the data subject's data processed by it, their source, the purpose, legal basis, duration of the data processing and any related activities, the circumstances of any personal data breach, its effects and the measures taken to remedy it,

and, in the case of a transfer of personal data of the data subject, the legal basis and the recipient of this transfer.

The Controller shall provide the information in writing in an easily comprehensible form at the request of the data subject as soon as possible after the submission of the request, but no later than 25 days.

This information is free of charge if the person requesting the information has not yet submitted any request for information to the Controller regarding the same data set in the current year. In any other cases, reimbursement may be charged.

Correction, erasure or blocking

If the personal data does not correspond to reality and the correct personal data is available to the Controller, the personal data shall be corrected by the Controller.

Personal data must be erased if its processing is unlawful, if deletion is requested by the data subject, the data is incomplete or incorrect - and this condition cannot be legally remedied - provided that the deletion is not precluded by the law, the purpose of data processing has ceased or the data storage period expired, or deletion has been ordered by a court or the Authority.

Alternatively to erasure, the Controller shall block the personal data if the data subject so requests or if, on the basis of the information available to it the erasure would likely harm the data subject's legitimate interests. Personal data blocked in this way may only be processed only for as long as the purpose of the data processing that precluded the erasure of personal data exists.

If the Controller does not comply with the data subject's request for correction, blocking or deletion, it shall, within 30 days of receipt of the request, communicate in writing or, with the consent of the data subject, electronically the reasons for rejecting the request for correction, blocking or erasure. If the request for correction, erasure or blocking is rejected, the Controller shall inform the data subject of the possibility of legal redress and recourse to the NAIH.

Objection against data processing (pursuant to Section 21 of the Information Act)

The data subject may object to the processing of his personal data

- a) if the processing or transfer of personal data is necessary exclusively for the fulfilment of a legal obligation of the Controller or for the exercise of a legitimate interest of the Controller, the data recipient or a third party, except in the case of mandatory processing;
- b) if the use or transfer of personal data is for the purpose of direct marketing, public opinion polling or scientific research; and
- c) in other cases specified by the law.

The Controller shall examine the objection within the shortest time but not later than within 15 days following the submission of the request, and takes a decision on the merits of the request and informs the applicant in writing of its decision.

Withdrawal of consent

The data subject may withdraw his consent to the processing at any time. The withdrawal of consent shall not affect the lawfulness of processing based on the consent before its withdrawal. If the consent to the data processing is revoked, the Data Controller is unable to provide the services (access to the Client Window).

b) Remedies

Initiation of proceedings in front of the NAIH

By filing with the National Data Protection and Freedom of Information Authority (NAIH), anyone can initiate an investigation on the grounds that an infringement was committed or is imminent in the context of the processing of their personal data.

The investigation of the NAIH shall not qualify as official administrative procedure; the procedure shall be governed by the Information Act rather than the Act on the general rules of administrative official procedures and services.

Contacts to NAIH:

Hungarian National Authority for Data Protection and Freedom of Information (Nemzeti Adatvédelmi és Információszabadság Hatóság), Registered address: 1024 Budapest, Szilágyi Erzsébet fasor 22/C. Telephone: +36-1-391-1400

E-mail:

ugyfelszolgalat@naih.hu

Website: <http://www.naih.hu>

Court procedure

The data subject may take legal action if his rights are violated. The court shall decide the case out of turn. The Controller must prove that the data processing complies with the provisions of the law.

Such lawsuits fall within the competence of regional courts. The lawsuit may, at the option of the data subject, be initiated before the court of the place of residence or stay of the data subject.

This “Terms and Conditions of Use and Privacy Notice for registration on the website <https://ugyfelablak.budavar.hu/HBcsoportos> is effective from 23 August 2021 until revoked.