

NAME OF DATA PROCESSING ACTIVITY	ONLINE BOOKING
The name of the data controller	Hotel Forrás Zalakaros
The contact details of the data controller	8749 Zalakaros, Termál u.6
The purpose of data processing	simplifying the room booking process, making online booking seamless and convenient
The legal basis for data processing	the person initiating the online reservation's explicit and voluntary, prior consent
The designation of the processed personal data	The personal data of the booker are as follows:
	- name
	- email address
	- phone number
	- address (country, postal code, city, street, house number)
- IP address (online identifier)	
The anticipated duration of personal data processing	until the withdrawal of consent.
The necessity of personal data provided by the data subject	the online room booking process initiated by the data subject, and in the case of online payment, the completion of the transaction
The use of data processors is necessary for data processing activities.	yes
NAME OF THE DATA PROCESSOR	
The name of the data processor	MORGENS Design Ltd.
The address of the data processor	8800 Nagykanizsa, Magyar Street 79.
The purpose of data processing carried out on behalf of the data controller	the operation of the online booking module on the server of Tárhely.Eu Szolgáltató Kft. (1144 Budapest, Ormánság utca 4. X. floor 241.), the storage of incoming online bookings in a closed system, enabling the confirmation of bookings
The name of the data processor	Rocket Science Group
The address of the data processor	675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308
The purpose of data processing carried out on behalf of the data controller	providing an electronic mailing function through the Mandrill software for recording online reservations, preparing confirmations, and using the guest review function
The name of the data processor	OTP Bank Plc.
The address of the data processor	1051 Budapest, Nádor Street 16.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and OTP Bank Plc. (payment service provider) electronic systems, confirming the status of the transaction
The name of the data processor	OTP Mobile Ltd.

The address of the data processor	1093 Budapest, Közraktár St. 30-32.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and the SimplePay by OTP Mobil (payment service provider) electronic system, confirming the status of the transaction.
The name of the data processor	CIB Bank Ltd.
The address of the data processor	1027 Budapest, Medve St. 4-14.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and CIB Bank Zrt. (payment service provider) electronic systems, confirmation of the transaction status
The name of the data processor	BIG FISH Internet Technology Ltd.
The address of the data processor	1066 Budapest, Nyugati Square 1-2.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and the electronic system of the payment service provider operating the Payment Gateway online payment system, confirming the status of the transaction.
Recipients of data	The enterprise; the employees of the enterprise; the performance of the contract – including the enforcement of claims arising from the contract – on behalf of the agents;
Data transfer to a third country or international organization	there is not/ <u>there is</u>
Automated decision-making / profiling	<u>there is not</u> /there is
The rights of the data subjects	The data subject may request the data controller to access, rectify, delete, or restrict the processing of personal data concerning them, object to the processing of such personal data, and has the right to data portability. In the case of data processing based on consent, the right to withdraw consent at any time, which does not affect the lawfulness of data processing carried out based on consent before its withdrawal.
Possible consequences of failure to provide data	the data subject cannot use the service provided by the company
Complaint to the supervisory authority	According to the Privacy Policy and Data Management Regulations, it can be submitted.
	You can contact the Data Controller with any questions, comments, or issues related to data management at the contact details provided above.

	In case of violation of the rights of the affected person, they may turn to the court.
	The data subject may also directly contact the National Authority for Data Protection and Freedom of Information (address: 1055 Budapest, Falk Miksa Street 9-11; phone: +36-1-391-1400; email: ugyfelszolgalat@naih.hu ; website: www.naih.hu) with their complaint related to data processing.
NAME OF DATA PROCESSING ACTIVITY	ONLINE REQUEST FOR QUOTATION
The name of the data controller	Hotel Forrás Zalakaros
The contact details of the data controller	8749 Zalakaros, Termál u.6
The purpose of data processing	simplification of the request for proposal process without obligations, the ability to view a personalized offer prepared by the data controller
The legal basis for data processing	the person initiating the online request for proposal's explicit and voluntary, prior consent
The designation of the processed personal data	The personal data of the requester are as follows:
	- name
	- email address
	- phone number
	- address (country, postal code, city, street, house number)
	- IP address (online identifier)
The intended duration of personal data processing	until the withdrawal of consent
The necessity of personal data provided by the data subject	the implementation of the online quotation request process initiated by the data subject, in case of the offer's adequacy, to make the subsequent online booking process smoother, more efficient, and faster
The use of data processors is necessary for data processing activities.	yes
NAME OF THE DATA PROCESSOR	
The name of the data processor	MORGENS Design Ltd.
The address of the data processor	8800 Nagykanizsa, Magyar Street 79.
The purpose of data processing carried out on behalf of the data controller	The operation of the online request for quotation module on the server of Tárhely.Eu Szolgáltató Kft. (1144 Budapest, Ormánság utca 4. X. floor 241.), the storage of incoming online requests for quotation in a closed system, enabling the answering of requests for quotation.
The name of the data processor	Rocket Science Group

The address of the data processor	675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308
The purpose of data processing carried out on behalf of the data controller	providing an electronic mailing function through the Mandrill software for recording online quote requests, preparing the quote, and its validity
Recipients of data	The enterprise; the employees of the enterprise; the performance of the contract – including the enforcement of claims arising from the contract – on behalf of the agents;
Data transfer to a third country or international organization	isn't/is
Automated decision-making / profiling	<u>there is none</u> /there is
Rights of the data subject	The data subject may request the data controller to access, rectify, delete, or restrict the processing of personal data concerning them, object to the processing of such personal data, and has the right to data portability. In the case of data processing based on consent, the right to withdraw consent at any time, which does not affect the lawfulness of data processing carried out based on consent before its withdrawal.
Possible consequences of failure to provide data	the data subject cannot use the service provided by the company
Complaint to the supervisory authority	According to the Privacy Policy and Data Management Regulations, it can be submitted.
	You can contact the Data Controller with any questions, comments, or issues related to data management at the contact details provided above.
	In case of violation of the rights of the affected person, they may turn to the court.
	The data subject may also contact the National Authority for Data Protection and Freedom of Information directly with their complaint related to data processing (address: 1055 Budapest, Falk Miksa utca 9-11; phone: +36-1-391-1400; email: ugyfelszolgalat@naih.hu; website: www.naih.hu).
NAME OF DATA PROCESSING ACTIVITY	Order Online Gift Voucher
The name of the data controller	Hotel Forrás Zalakaros
The contact details of the data controller	8749 Zalakaros, Termál u.6
The purpose of data processing	simplifying and making the online gift voucher ordering process more convenient
The legal basis for data processing	the express and voluntary, prior consent of the person initiating online payment in the process of ordering the online gift voucher

The designation of the processed personal data	Personal data processed for gift voucher orders are as follows:
	- buyer's name
	- customer's email address
	- customer's phone number
	- buyer's shipping address (country, postal code, city, street, house number)
	- buyer's billing address (country, postal code, city, street, house number)
	- customer's IP address (online identifier)
	- Name(s) of the recipient(s)
The intended processing of personal data	until the withdrawal of consent
The necessity of personal data provided by the data subject	the possibility of a simple, convenient implementation of the gift voucher ordering process initiated by the affected person
The use of data processors is necessary for data processing activities.	yes
THE NAME OF THE DATA PROCESSOR	
The name of the data processor	MORGENS Design Ltd.
The address of the data processor	8800 Nagykanizsa, Magyar Street 79.
The purpose of data processing carried out on behalf of the data controller	the operation of the online gift voucher ordering module on the server of Tárhely.Eu Szolgáltató Kft. (1144 Budapest, Ormánság utca 4. X. floor 241.), the storage of incoming gift voucher orders in a closed system, enabling the sending of gift vouchers in online form
The name of the data processor	Rocket Science Group
The address of the data processor	675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308
The purpose of data processing carried out on behalf of the data controller	providing the electronic mail sending function through the Mandrill software for recording the order of online gift vouchers
The name of the data processor	OTP Bank Plc.
The address of the data processor	1051 Budapest, Nádor Street 16.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and OTP Bank Plc. (payment service provider) electronic systems, confirmation of the transaction status.
The name of the data processor	OTP Mobile Ltd.
The address of the data processor	1093 Budapest, Közraktár St. 30-32.

The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and SimplePay by OTP Mobil (payment service provider) electronic systems, confirming the status of the transaction.
The name of the data processor	CIB Bank Ltd.
The address of the data processor	1027 Budapest, Medve St. 4-14.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the online payment transaction between the (accommodation operating company/business) and CIB Bank Zrt. (payment service provider) electronic systems, confirmation of the transaction status.
The name of the data processor	BIG FISH Internet Technology Ltd.
The address of the data processor	1066 Budapest, Nyugati Square 1-2.
The purpose of data processing carried out on behalf of the data controller	Ensuring the data communication necessary for the execution of the online payment transaction between the (accommodation operating company/business) and the electronic system of the payment service provider operating the Payment Gateway online payment system, confirmation of the transaction status
Recipients of data	The enterprise; the employees of the enterprise; the performance of the contract – including the enforcement of claims arising from the contract – on behalf of the agents;
Data transfer to a third country or international organization	there is not/ <u>there is</u>
Automated decision-making / profiling	<u>there is not</u> /there is
The rights of the data subjects	The data subject may request the data controller to access, rectify, delete, or restrict the processing of personal data concerning them, object to the processing of such personal data, and has the right to data portability. In the case of data processing based on consent, the right to withdraw consent at any time, which does not affect the lawfulness of data processing carried out based on consent before its withdrawal.
Possible consequences of failure to provide data	the data subject cannot use the service provided by the company
Complaint to the supervisory authority	According to the Data Management Information and Data Management Regulations, it can be submitted.
	You can contact the Data Controller with any questions, comments, or issues related to data management at the contact details provided above.

	In case of violation of the rights of the affected person, they may turn to the court.
	The data subject may also directly contact the National Authority for Data Protection and Freedom of Information (address: 1055 Budapest, Falk Miksa Street 9-11; phone: +36-1-391-1400; email: ugyfelszolgalat@naih.hu ; website: www.naih.hu) with their complaint related to data processing.
NAME OF DATA PROCESSING ACTIVITY	ZADÍR TICKET
The name of the data controller	Hotel Forrás Zalakaros
The contact details of the data controller	8749 Zalakaros, Termál u.6
The purpose of data processing	simplifying the ticket sales process, making online ordering seamless and convenient
The legal basis for data processing	the explicit and voluntary, prior consent of the person initiating the order
The designation of the processed personal data	the customer's personal data are as follows:
	surname
	first name
	- email address
	- phone number
	- billing address (country, postal code, city, street, house number, floor/door/other)
	- in case of a corporate buyer, company name and tax number
	birthday
	- IP address (online identifier)
The anticipated duration of personal data processing	until the withdrawal of consent
The necessity of personal data provided by the data subject	The realization of the transaction in the case of an online ticket purchase process initiated by the data subject, or online payment.
The use of data processors is necessary for data processing activities.	yes
THE NAME OF THE DATA PROCESSOR	
The name of the data processor	MORGENS Design Ltd.
The address of the data processor	8800 Nagykanizsa, Magyar Street 79.
The purpose of data processing carried out on behalf of the data controller	the operation of the online ticket sales module on the server of Tárhely.Eu Szolgáltató Kft. (1144 Budapest, Ormánság utca 4. X. floor 241.), the storage of incoming online orders in a closed system
The name of the data processor	Rocket Science Group

The address of the data processor	675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308
The purpose of data processing carried out on behalf of the data controller	providing an electronic mailing function through the Mandrill software for recording online ticket purchases, sending the ticket, its validity, and usability
Recipients of data	The enterprise; the employees of the enterprise; the performance of the contract – including the enforcement of claims arising from the contract – by agents;
Data transfer to a third country or international organization	there is not/ <u>there is</u>
Automated decision-making / profiling	<u>is not</u> /there is
The rights of the data subjects	The data subject may request the data controller to access, rectify, delete, or restrict the processing of personal data concerning them, object to the processing of such personal data, and has the right to data portability. In the case of data processing based on consent, the right to withdraw consent at any time, which does not affect the lawfulness of data processing carried out based on consent before its withdrawal.
Possible consequences of failure to provide data	the data subject cannot use the service provided by the company
Complaint to the supervisory authority	<p>According to the Data Management Information and Data Management Regulations, it can be submitted.</p> <p>You can contact the Data Controller with any questions, comments, or issues related to data management at the contact details provided above.</p> <p>In case of violation of the rights of the affected person, they may turn to the court.</p> <p>The data subject may also contact the National Authority for Data Protection and Freedom of Information directly with their complaint regarding data processing (address: 1055 Budapest, Falk Miksa utca 9-11; phone: +36-1-391-1400; email: ugyfelszolgalat@naih.hu; website: www.naih.hu).</p>