

Information on data management

General provisions

CZIGLE-Flamingó Hotel Kft., 8230 Balatonfüred, Széchenyi út 16. as the operator of Flamingó Wellness and Konferencia Hotel****, ensures in all cases the legality and expediency of data management with regard to the personal data it manages.

The purpose of this information is that our guests who book accommodation and provide their personal data can receive appropriate information about the conditions and guarantees and for how long their data will be processed by our company before making the reservation or providing their personal data.

Our company adheres to the contents of this information sheet in all cases involving personal data management, and we consider what is described here mandatory for us.

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Our company adheres to the contents of this information sheet in all cases involving personal data management, and we consider what is described here mandatory for us.

At the same time, we reserve the right to change what is described in this unilateral legal declaration, in which case we will inform the affected parties in advance.

If you have any questions about the contents of this information sheet, please write to us at flamingo@flamingohotel.hu or our headquarters.

The data management of our company's activities is based on voluntary consent, and in some cases, data management is necessary to take steps at the request of the data subject prior to the conclusion of the contract. Our data management complies with the relevant legislation, in particular the following: > Regulation (EU) 2016/679 of the European Parliament and of the Council (April 27, 2016) - on the protection of natural persons with regard to the processing of personal data and on the free flow of such data, and on the repeal of Regulation 95/46/EC (General Data Protection Regulation, hereinafter: "GDPR")

CXII of 2011 on the right to information self-determination and freedom of information. Act ("Info. tv."). Our company's details and contact information are as follows: CZIGLE-Flamingó Hotel Trading and Service Limited Liability Company 8230 Balatonfüred, Széchenyi u. 16 Company registration number: 19 09 505275 Tax number: 11970794-2-19 email address: office@c-hotels.hu <https://www.hotelfured.hu/> <https://www.flamingohotel.hu/> The following information regarding our individual data management we give:

DATA MANAGEMENT IN CONNECTION WITH ONLINE ACCOMMODATION BOOKINGS

Our company offers the possibility of online hotel reservations so that you can book a room at the Flamingo Wellness and Conference Hotel**** in a quick, convenient and cost-free way. Controller of personal data: CZIGLE-Flamingó Hotel Kereskedelmi és Szolgáltató KFT 8230 Balatonfüred, Széchenyi u. 16 The purpose of data management is to make accommodation reservations easier, cost-free and more efficient. Legal basis for data management: prior consent of the person booking the accommodation.

Data information

Scope of processed personal data: address; surname and first name; residential address (country, postal code, city, street, house number; telephone number; e-mail address; in the case of a business company, company name and seat, bank card number, SZÉP card data (identifier, name on the card).

Duration of data processing: date of stay according to the reservation two years after the last day.

Name of data processor Headquarters: InterWORD Kft. 8200 Veszprém, Óváros tér 2.

Data processing task description: Web hosting and domain service Silver Frog Kft. 1133 Budapest, Pannónia u. 33.

Storage service by accepting this data management information, the data subject gives his express consent to the Data Processor using additional data processors - in order to make the service more convenient and customized - as follows:

Name of Data Processor Headquarters InterWORD Kft 8200 Veszprém, Óváros tér 2.

Data processing task description Web hosting and domain service Silver Frog Kft. 1133 Budapest, Pannónia u 33

Storage service KBOSS. hu Kft. 1031 Budapest, Záhony u 7

In case of ordering a gift certificate, an invoice will be issued Possible consequences of not providing data: no contract will be created for the hotel room.

The rights of the data subject: the data subject (the person whose personal data is managed by our company) can a) request access to his/her personal data b) can request their correction, c) can request their deletion, d) can request the existence of the conditions set out in Article 18 of the GDPR in the case of limiting the processing of personal data (that is, that our company does not delete or destroy the data until a court or authority requests it, but for a maximum of thirty days, and beyond that it does not process the data for any other purpose), e) you can object to the processing of personal data, can exercise the right to data portability.

Pursuant to the latter right, the data subject is entitled to receive his/her personal data in word or excel format, and is also entitled to have this data forwarded to another data controller by our company upon request.

Other information about data management:

our company takes all necessary technical and organizational measures to avoid a possible data protection incident (e.g. damage, disappearance of files containing personal data, access to unauthorized persons).

In the event of an incident that still occurs, we keep a register for the purpose of checking the necessary measures and informing the person concerned, which includes the range of personal data concerned, the range and number of people affected by the data protection incident, the date, circumstances, effects of the data protection incident and the measures taken to prevent it, as well as the other specified in the legislation prescribing data management data.

Our company concluded a data processing contract for the data processing tasks, in which data processing Kft. undertakes to obligatorily apply the data protection and data management guarantees required by the data processing contract in the event of the use of

an additional data processor; in view of this, we also ensure the legal processing of personal data in the case of the data processor.

DATA MANAGEMENT IN CONNECTION WITH REQUESTS FOR OFFERS

Our company provides the opportunity for our guests to request offers electronically. our company provides an offer through an automated system, taking into account the available capacities. Controller of personal data: CZIGLE-Flamingó Hotel Kereskedelmi és Szolgáltató KFT 8230 Balatonfüred, Széchenyi u. 16 Purpose of data management: prior information on hotel prices Legal basis for data management: prior consent of the person booking accommodation, GDPR Article 6 (1) point a), and data management is necessary to take steps at the request of the data subject prior to the conclusion of the contract - GDPR 6 Article (1) point b Scope of personal data handled: address; surname and first name; telephone number; email address; number of hotel guests.

Duration of data management: two years after the last day of the stay date according to the reservation. Use of a data processor: our company uses the help of an IT service provider to operate the online quotation system as follows. Name of data processor Headquarters InterWORD Kft 8200 Veszprém, Óváros tér 2.

Description of data processing tasks Web hosting and domain service Silver Frog Kft. 1133 Budapest, Pannónia u 33 Storage service

Possible consequences of not providing data: The hotel cannot make an offer.

The rights of the data subject The data subject (i.e whose personal data is managed by our company) a) may request access to the personal data concerning him/her, b) may request their correction, c) may request their deletion, d) may request restriction of the processing of personal data if the conditions set out in Article 18 of the GDPR are met (i.e. the that our company does not delete or destroy the data until a court or authority requests it, but for a maximum of thirty days, and beyond that for other purposes, the do not process data), e) may object to the processing of personal data, f) exercise your right to data portability.

Pursuant to the latter right, the data subject is entitled to receive his/her personal data in word or excel format, and is also entitled to have this data forwarded to another data controller by our company upon request.

Other information related to data management: our company takes all necessary technical and organizational measures to avoid a possible data protection incident (e.g. damage, disappearance of files containing personal data, access to unauthorized persons). In the event of an incident that still occurs, we keep a record for the purpose of checking the necessary measures and informing the person concerned, which contains the range of personal data affected, the range and number of those affected by the data protection incident, the date, circumstances, effects of the data protection incident and the measures taken to prevent it, as well as other data specified in the law that prescribes data management.

Our company concluded a data processing contract for the data processing tasks, in which data processing Kft. undertakes to obligatorily apply the data protection and data management guarantees required by the data processing contract in the event of the use of an additional data processor; in view of this, we also ensure the legal processing of personal data in the case of the data processor.

DATA PROCESSING RELATED TO NEWSLETTER SUBSCRIPTION

Our company keeps in touch with its guests by means of a newsletter, to whom it recommends its services, and informs about news and special offers related to its operation. Controller of personal data: CZIGLE-Flamingó Hotel Kereskedelmi és Szolgáltató KFT 8230 Balatonfüred, Széchenyi u. 16

Purpose of data management: maintaining contact with potential hotel guests

Legal basis for data management: consent of the data subject - Article 6 (1) point a) GDPR.

Designation of the legitimate interest: maintenance and development of business relationships with partners and hotel guests Scope of personal data handled: name, e-mail address.

Duration of data processing: our company manages e-mail addresses until you unsubscribe from the newsletter.

Data processor use: our company uses the help of an IT service provider for the online accommodation system as follows.

The data controller uses the MailChimp newsletter service. The data processor can be contacted at: The Rocket Science Group LLC d/b/a Mailchimp, Bird & Bird GDPR Representative Services Ireland, Deloitte House, 29 Earlsfort Terrace, Dublin 2, DO2 AY28; the data processor's data protection statement can be accessed via the following link: https://www.intuit.com/privacy/statement/#5._General_Information, and its cookie statement can be accessed here: <https://mailchimp.com/legal/cookies/>.

The Rocket Science Group LLC, which operates Mailchimp, is a company operating in the United States of America, therefore when using Mailchimp, personal data is also managed and processed there. The legal basis for the data transfer is the European Commission Implementing Decision (EU) 2021/914 of 4 June 2021 on standard contractual clauses for the transfer of personal data to third countries under Regulation (EU) 2016/679 of the European Parliament and of the Council, supplemented by additional safeguards, more information about which can be found at the following links:

<https://mailchimp.com/help/mailchimp-european-data-transfers/>

<https://mailchimp.com/legal/data-processing-addendum/>

Data processor: MailChimp

The Rocket Science Group, LLC

Purpose of data processing: newsletter subscription and sending

Data processed: last name, first name, email address

Registration: 675 Ponce de Leon Ave NE Suite 5000 Atlanta, GA 30308 USA

Email: privacy@mailchimp.com

By accepting this data management information, the data subject gives his express consent to the Data Processor using additional data processors in order to make the service more convenient and customized. Silver Frog Kft. 1133 Budapest, Pannónia u 33 Storage service

The rights of the data subject: the data subject (the person whose personal data our company

a) you can request access to your personal data, b) you can request their correction, c) you can request their deletion, d) you can request the restriction of the processing of your

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personal data if the conditions set out in Article 18 of the GDPR are met (that is, that our company do not delete or destroy until requested by a court or authority, but for a maximum of thirty days, and do not handle the data for any other purpose beyond that), e) can object to the processing of personal data, f) exercise the right to data portability.

This pursuant to the latter law, the data subject is entitled to receive the personal data relating to him in word or excel format, and he is also entitled to have this data forwarded to another data controller by our company upon request.

Other information related to data management: our company takes all necessary technical and organizational measures to avoid a possible data protection incident (e.g. damage, disappearance of files containing personal data, access to unauthorized persons).

An incident that still occurs in order to check the necessary measures and to inform the person concerned, we keep a register that includes the range of personal data concerned, the range and number of people affected by the data protection incident, the date, circumstances, effects of the data protection incident and the measures taken to prevent it, as well as the data management regulations specified in the law other data.

Our company concluded a data processing contract for the data processing tasks, in which data processing Kft. undertakes to obligatorily apply the data protection and data management guarantees required by the data processing contract in the event of the use of an additional data processor; in view of this, we also ensure the legal processing of personal data in the case of the data processor.

INITIATING A GIFT VOUCHER PURCHASE

Our company provides the opportunity to purchase online Gift Vouchers for the services of the hotels it operates on its website.

Controller of personal data: CZIGLE-Flamingó Hotel Kereskedelmi és Szolgáltató KFT 8230 Balatonfüred, Széchenyi u. 16 Purpose of data management: sale of gift vouchers

Legal basis for data management: prior consent of the person booking the accommodation, GDPR Article 6 (1) point a) and data management is necessary to take steps at the request of the data subject prior to concluding the contract - GDPR Article 6 (1) point b) Designation of legitimate interest: establishment of business relations with the partners initiating the purchase, conclusion of a contract Scope of processed personal data: name, e-mail address, telephone number, invoicing data (name, address, tax number), recipient's name Duration of data management: our company manages e-mail addresses until you unsubscribe from the newsletter.

Use of a data processor: our company uses the help of an IT service provider for the online accommodation system as follows. By accepting this data management information, the data subject gives his express consent to the Data Processor using additional data processors in order to make the service more convenient and customized.

The rights of the data subject: the data subject (the person whose personal data is managed by our company) can a) request access to the personal data concerning him, b) request their correction, c) request their deletion, d) request restriction of the processing of personal data if the conditions set out in Article 18 of the GDPR exist (that is, that our company does not delete or destroy the data until a court or authority requests it, but for a maximum of thirty days, and beyond that, do not process the data for any other purpose), e) may object to the processing of personal data, f) may exercise the right to data portability.

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Pursuant to the latter right, the data subject is entitled to receive his/her personal data in word or excel format, and is also entitled to have this data forwarded to another data controller by our company upon request.

Other information related to data management

Our company takes all necessary technical and organizational measures to avoid a possible data protection incident (e.g. damage, disappearance of files containing personal data, access to unauthorized persons). In the event of an incident that does occur, we keep a register for the purpose of checking the necessary measures and informing the person concerned, which includes the scope of the personal data involved, the scope and number of those affected by the data protection incident, the date, circumstances, effects of the data protection incident and the measures taken to prevent it, as well as other data specified in the legislation requiring data management.

Our company concluded a data processing contract for the data processing tasks, in which data processing Kft. undertakes to obligatorily apply the data protection and data management guarantees required by the data processing contract in the event of the use of an additional data processor; in view of this, we also ensure the legal processing of personal data in the case of the data processor.

COOKIE MANAGEMENT In order to provide customized service, the Data Controller stores a small data package on the user's computer, the so-called it places a cookie and reads it back during the next visit.

If the browser returns a previously saved cookie, the cookie management service provider has the opportunity to connect the user's current visit with previous ones, but only with regard to its own content.

The purpose of data management is to: identify, track, and distinguish users from one another, identify the current session of users, store the data provided during that session, prevent data loss, web analytics measurements, personalized service.

Legal basis for data management

Consent of the data subject. Scope of managed data: ID number, date, time, and previously visited page. Duration of data management: a maximum of 90 days. Additional information about data management: The user can delete cookies from his computer or disable the use of cookies in his browser. Cookies can usually be managed in the Tools/Settings menu of browsers under the Data protection/History/Personal settings menu under the name of cookie, cookie or tracking. Possible consequences of failure to provide data: impossibility of using the service for the services described in the points above. More information can be found in the Cookie information on the website.

WEBSITE SERVER LOGGING

When visiting the website, the web server automatically logs the user's activity. Purpose of data management: during visits to the website, the service provider records visitor data in order to check the operation of the services and prevent abuse. Legal basis for data management: point f) of Article 6 (1) of the GDPR. Our company has a legitimate interest in the safe operation of the website. Type of personal data handled: ID number, date, time, address of the page visited.

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Duration of data management: maximum 90 days. Name of data processor Headquarters InterWORD Kft 8200 Veszprém, Óváros tér 2nd floor 2. Description of data processing task Recording visitor data and information necessary for server operation Silver Frog Kft. 1133 Budapest, Pannónia u 33. Storage service

Additional information

Our company does not connect the data generated during the analysis of the log files with other information, and does not seek to identify the user. The address of the pages visited, as well as the date and time data are not suitable for identifying the data subject by themselves, but when combined with other data (e.g. provided during registration) they are suitable for drawing conclusions about the user. Logging-related data management by external service providers: The HTML code of the portal contains links to and from an external server independent of our company.

The server of the external service provider is directly connected to the user's computer. We draw our visitors' attention to the fact that the providers of these links are able to collect user data (e.g. IP address, browser, operating system data, mouse pointer movement, address of the page visited and the time of the visit) due to the direct connection to their server and direct communication with the user's browser.

An IP address is a series of numbers that can be used to clearly identify the computers and mobile devices of users accessing the Internet.

IP addresses can even be used to locate the visitor using a given computer geographically. The address of the pages visited, as well as the date and time data are not suitable for identifying the data subject by themselves, but when combined with other data (e.g. provided during registration) they are suitable for drawing conclusions about the user.

OTHER DATA MANAGEMENT

We provide information on data management not listed in this information when the data is collected. We inform our customers of certain authorities, bodies performing public duties, and courts are personal data you can contact our company for communication. If the relevant body has specified the exact purpose and the scope of the data, our company will release personal data to these bodies only to the extent and to the extent that is absolutely necessary to fulfill the purpose of the request, and if the fulfillment of the request is required by law.

METHODS OF STORING PERSONAL DATA, SECURITY OF DATA MANAGEMENT

Our company's computer systems and other data storage locations are located at the headquarters and on servers rented by the data processor.

Our company selects and operates the IT tools used for the management of personal data during the provision of the service in such a way that the managed data: a) is accessible to those authorized to do so (availability); b) its authenticity and authentication are ensured (authenticity of data management); c) its immutability can be verified (data integrity); d) be protected against unauthorized access (data confidentiality). We pay particular attention to the security of the data, we also take the technical and organizational measures and develop the procedural rules that are necessary to enforce the guarantees according to the GDPR.

We protect the data with appropriate measures, especially against unauthorized access, alteration, transmission, disclosure, deletion or destruction, as well as against accidental destruction, damage, and inaccessibility resulting from changes in the technology used. The

Data information

IT system and network of our company and our partners are protected against computer-assisted fraud, computer viruses, computer intrusions and denial-of-service attacks. The operator ensures security with server-level and application-level protection procedures. Daily data backup is done.

In order to avoid data protection incidents, our company takes all possible measures, in the event of such an incident - according to our data management regulations - we take immediate action to minimize the risks and prevent damages.

RIGHTS OF THE DATA SUBJECTS, LEGAL REMEDIES

The data subject may request information about the processing of his personal data, and may request the correction of his personal data, as well as - with the exception of mandatory data processing - deletion or withdrawal, he may use his data portability and objection rights as indicated when the data was collected, or at the above contact details of the data controller.

At the request of the data subject, we will provide the information in electronic form without delay, but within 30 days at the latest, in accordance with our relevant regulations. We fulfill the requests of those concerned to fulfill the rights below free of charge.

Right to information: Our company takes appropriate measures in order to provide data subjects with all the information mentioned in Articles 13 and 14 of the GDPR and all the information in accordance with Articles 15-22 and 34 in a concise, transparent, comprehensible and easily accessible form, clearly and comprehensibly worded, and at the same time precise. The right to information in writing, 1. can be exercised through the contact details specified in point Information can also be given orally to the person concerned upon request - after proof of identity. We inform our customers that if the employees of our company have doubts about the identity of the data subject, we can request the provision of the information necessary to confirm the identity of the data subject.

The data subject's right to access

The data subject has the right to receive feedback from the data controller that it is personal whether your data is being processed. If personal data is being processed, the data subject is entitled to access the personal data and the following information in the list.

- Purposes of data management;
- categories of personal data concerned;
- the recipients or categories of recipients to whom or to whom the personal data has been or will be communicated, including in particular those from third countries (European non-EU) recipients or international organizations;
- the planned period of storage of personal data;
- the right to rectification, deletion or restriction of data processing and the right to object;
- the right to submit a complaint to the supervisory authority;
- information about data sources; the fact of automated decision-making, including profiling, as well as comprehensible information about the applied logic and the significance of such data management and the expected consequences for the data subject.

In addition to the above, personal data to a third country or international organization in the case of transmission to Right to rectification: Pursuant to this right, anyone can request the correction of inaccurate personal data relating to them managed by our company and the addition of incomplete data.

Right to erasure: The data subject has the right to delete his/her personal data without undue delay upon request if one of the following reasons exists: a) it was not handled in the manner required by law b) the data subject withdraws the consent that forms the basis of the data management, and the data management has no other its legal basis; c) the data subject objects to data processing and there is no overriding legal reason for data processing; d) illegal processing of personal data can be established; e) personal data must be deleted in order to fulfill the legal obligation prescribed by EU or Member State law applicable to the data controller; f) the collection of personal data took place in connection with the offering of services related to the information society.

No data deletion can be initiated if the data management is necessary for the following purposes: a) for the purpose of exercising the right to freedom of expression and information; b) for the purpose of fulfilling an obligation according to EU or Member State law applicable to the data controller requiring the processing of personal data, or for the purpose of performing a task performed in the public interest or in the context of the exercise of a public authority vested in the data controller; c) affecting the field of public health, or for archival, scientific and historical research purposes or for statistical purposes, on the basis of public interest; 8 d) or for the submission, enforcement and defense of legal claims.

The right to limit data processing

At the request of the data subject, we limit data processing under the conditions set out in Article 18 of the GDPR, i.e. if: a) the data subject disputes the accuracy of the personal data, in this case the restriction applies to the period that allows checking the accuracy of the personal data; b) the data processing is illegal and the data subject opposes the deletion of the data and instead requests the restriction of their use c) the data controller no longer needs the personal data for the purposes of data processing, but the data subject requires them to present, enforce or defend legal claims; or d) the person concerned objected to it against data management; in this case, the restriction applies to the period until it is determined whether the legitimate reasons of the data controller take precedence over the legitimate reasons of the data subject.

If data management is subject to restrictions, personal data may only be processed with the consent of the data subject, with the exception of storage, or to submit, enforce or defend legal claims, or to protect the rights of another natural or legal person, or in the important public interest of the European Union or a member state. The person concerned is You must be informed in advance about the lifting of data management restrictions.

Right to data portability: The data subject has the right to receive the personal data concerning him/her provided to the data controller in a segmented, widely used, machine-readable format, and to transmit this data to another data controller. Our company can fulfill such a request of the person concerned in word or excel format.

Right to object: If personal data is processed for the purpose of direct business acquisition, the data subject has the right to object at any time to the processing of his/her personal data for this purpose, including also profiling, if it is related to direct business acquisition. In case of objection to the processing of personal data for the purpose of direct business acquisition, the data cannot be processed for this purpose.

Automated decision-making in individual cases, including profiling: The data subject has the right not to be covered by the scope of a decision based solely on automated data management - including profiling - which would have legal effects on him or her would similarly be significantly affected. The above right cannot be applied if the data management is a) necessary for the conclusion or fulfillment of the contract between the data subject and the data controller; b) is made possible by EU or Member State law applicable to the data controller, which protects the rights and freedoms of the data subject, as well as legitimate c) establishes appropriate measures for the protection of its interests; or d) is based on the express consent of the data subject.

Right of withdrawal: The data subject has the right to withdraw his consent at any time. Withdrawal of consent does not affect the legality of data processing based on consent prior to withdrawal.

Procedural rules: The data controller informs the data subject without undue delay, but, in any case within one month of the receipt of the request, in accordance with Articles 15-22 of the GDPR. on measures taken following a request pursuant to Art. If necessary, taking into account the complexity of the application and the number of applications, this is the deadline it can be extended by another two months.

The data controller shall inform the data subject of the extension of the deadline, indicating the reasons for the delay, within one month of receiving the request. If the data subject submitted the request electronically, the information will be provided electronically, unless the data subject requests otherwise. If the data controller does not take measures following the data subject's request, it shall inform the data subject without delay, but no later than one month from the receipt of the 9 requests, of the reasons for the failure to take action, and that the data subject may submit a complaint to with a supervisory authority, and can exercise his right to judicial redress.

The data manager informs all recipients of all corrections, deletions or data management restrictions carried out by him, to whom or to whom the personal data was communicated, unless this proves to be impossible or requires a disproportionately large effort. At the request of the data subject, the data controller informs about these recipients.

Compensation and damages: All persons who have suffered material or non-material damage as a result of a violation of the data protection regulation are entitled to compensation from the data controller or data processor for the damage suffered. The data processor is only liable for damages caused by the data processing if it has not complied with the obligations specified in the law, specifically burdening the data processors, or if it has ignored the legal instructions of the data controller or acted contrary to them.

If several data managers or data processors or both data managers and data processors are involved in the same data management and are liable for damages caused by data management, each data manager or data processor is jointly and severally liable for the entire damage.

The data manager or the data processor is exempted from liability if he proves that he is not responsible in any way for the event causing the damage. Right to go to court and official data protection procedure: The persons concerned have their legal enforcement options under Act V of 2013 on the Civil Code, GDPR and Infotv. based on this, they can exercise it before a court, and they can apply to the National Data Protection and Freedom of

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Information Authority: National Data Protection and Freedom of Information Authority
Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c. Postal address: 1530 Budapest, Pf.: 5.
Telephone: +36 1 391 1400 Fax: +36 1 391 1410 E-mail: ugyfelszolgalat@naih.hu Website:
<http://www.naih.hu/> If the court is chosen, the lawsuit can - at the option of the concerned
User - be initiated before the court of the residence or place of residence of the concerned
user, since the adjudication of the lawsuit falls under the jurisdiction of the court.