

OUR COMMITMENT TO PRIVACY

SMART TECH CENTER S.R.L., with its registered office in Cluj-Napoca, 57–59 Oașului St., Cluj County, registered with the Trade Register under no. J12/4734/2019, Tax ID (CUI) 42028457 (hereinafter referred to as the “Company”, the “Controller” or “we”), operates and sells products (tickets, season passes, vouchers for events/shows/festivals) through the online store www.bilete.salinaturda.eu

This policy explains what personal information we collect about you, why we collect it, how we use it and when we may share it with third parties. It also describes how we process the data you provide to us or that we collect when you interact with our ticket offices and with the website www.bilete.salinaturda.eu, as well as the choices you have regarding the use of your data.

This policy has been drafted taking into account the provisions of the European and national legislation in force: the General Data Protection Regulation (EU) 679/2016 (“GDPR”), Law 190/2018 on measures implementing the GDPR and/or any other decisions that may be issued by the National Supervisory Authority for the Processing of Personal Data (ANSPDCP) in its capacity as the supervisory authority for the protection of personal data.

The development of technology and changes to services or to the legal framework may require adjustments to our policy. We reserve the right to modify this data protection statement at any time and we encourage you to check the date of the last revision periodically.

This policy applies exclusively to the online store www.bilete.salinaturda.eu (the “website”/“online store”).

For any question regarding this “Privacy Policy”, you can contact us as described in the “How can you contact us?” section below.

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WHAT CATEGORIES OF DATA SUBJECTS ARE THERE?

We process the personal data of the following categories of persons, depending on their relationship with us. For each category, the processing always has a legal basis under the GDPR:

- Visitors to the biletesmart.ro website – persons who only access and browse the online store (technical data and cookies, in accordance with the Cookies Policy).
- Customers without an account – persons who may place orders for tickets/season passes/vouchers or who use services such as: placing/cancelling an order, delivery by courier or pick-up from the biletesmart.ro Own Ticket Offices, return and refund, sending requests through our communication channels, subscribing to the newsletter.

- Users with an account on biletesmart.ro – customers or potential customers who have created an account and use it for: placing/cancelling orders, delivery by courier or pick-up from the biletesmart.ro Own Ticket Offices, return and refund, sending requests, subscribing to the newsletter.
- Buyers at the biletesmart.ro own ticket offices – persons who purchase and collect tickets/season passes/vouchers at the ticket office; they may request a return (at the locations permitted by the Company) and a refund.
- Business partners and potential business partners – including employees, collaborators, representatives, shareholders/beneficial owners of customers, suppliers or other partners of the Company.

FOR WHAT PURPOSES DO WE PROCESS YOUR PERSONAL DATA?

The main purpose of processing your data is the proper conduct of the contractual relationship between you and us and compliance with the applicable legal obligations.

We process your data in order to:

- provide access to the services of the online store www.bilete.salinaturda.eu;
- create and manage the user account – opening the user account and managing authentication, security alerts and notifications;
- operate, protect, improve and optimise the website and the user experience (analyses, statistics, research);
- conclude contracts for the sale of products (tickets, season passes, vouchers) – receiving and managing orders (validation, invoicing, confirmations, pick-up from the biletesmart.ro Own Ticket Offices), including collection of the price through:
 - a. biletesmart.ro vouchers or cash at the Own Ticket Offices.
 - b. bank card (through the payment processor),
 - c. bank transfer,
- conclude insurance contracts for tickets/season passes (only through the online store), through a third-party partner (insurance company);
- handle returns and refund the value in accordance with the law; manage requests/complaints regarding the purchased products;

- send communications regarding the purchased products/services (cancellations, postponements, event changes), updates, security alerts, account notifications;
- marketing and advertising (contests, raffles, promotions; newsletter by e-mail/SMS/telephone/other digital channels, including social media); security and surveillance (CCTV – video recordings without sound at the premises);
- prevent, detect and investigate fraud/security incidents and prohibited or illegal activities; defend and exercise rights;
- fulfil legal obligations and respond to requests from authorities (financial-accounting, fiscal, anti-money laundering);
- manage business relationships (customer/supplier/partner), including when you act as a representative/collaborator/contact person.

If we later wish to process the data for a purpose other than that for which it was collected, we will inform you in advance.

WHAT LEGAL BASES DO WE USE FOR PROCESSING YOUR PERSONAL DATA?

We process data in order to fulfil contractual obligations, protect legitimate interests and comply with legal obligations:

1. Consent (art. 6 para. (1) let. a GDPR) – for photographs/video recordings in marketing activities (contests, promotions, events) and for commercial communications: newsletter, e-mail, SMS, telephone, other digital channels (including social media).

- Performance of the contract or pre-contractual steps (art. 6 para. (1) let. b GDPR) – creating and managing an account; security alerts/notifications; the sale of tickets/season passes/vouchers and, where applicable, insurance (online only), together with the related operations: receiving/validating/dispatching/invoicing, pick-up from ticket offices, event messages, cancellations/returns/refunds, handling complaints, processing vouchers; managing the business relationship when you act as a representative/collaborator/contact person.
- Legitimate interest (art. 6 para. (1) let. f GDPR) – the operation and optimisation of the website and services; marketing and advertising; security and surveillance (CCTV at the premises); the prevention and investigation of fraud and of security incidents/prohibited

activities; the defence of rights; the prevention of violence at sports competitions/games, depending on the level of risk.

- Legal obligation (art. 6 para. (1) let. c GDPR) – checks required by law (e.g. when selling alcoholic beverages); the issuance/distribution of season passes for supporters; financial-accounting and fiscal records; anti-money laundering; responding to requests from authorities; the defence and exercise of rights in accordance with the law.

WHAT TYPES OF DATA DO WE COLLECT AND WHAT IS THEIR SOURCE?

OTHER IMPORTANT INFORMATION.

We collect data in order to operate efficiently and to provide you with the best experiences. When you are asked for personal data, you may refuse (except in situations where its provision is required by law). If you refuse data necessary for a purchase/return, the contractual relationship may become impossible to complete.

Depending on the purpose:

- Visitors to www.bilete.salinaturda.eu: IP address and cookies (details in the Cookies Policy); we monitor the number of visitors and the sections accessed (statistics). We may automatically collect: IP, the page address (URL), the date/time of access, pages viewed and links accessed, the HTTP response code, the source page (referrer), the volume of data transferred, the browser type and language. The data is used for statistical purposes.
- Creating a user account: e-mail (registration, authentication, security alerts and notifications). Without this data the account cannot be created.
- Online sales: surname, first name, e-mail, telephone, delivery address (where applicable), fiscal data, sales information and payment details processed through the payment processor; in limited situations: date of birth/country and the Personal Numeric Code (CNP) or the series/number of the ID card/passport (for sports competitions/games), in accordance with the law or the legitimate interest. Refusal to provide this data makes it impossible to complete the purchase.
- Sales at ticket offices: surname, first name, e-mail, telephone; for returns – IBAN account; in limited situations (sports events) – CNP/ID card/passport (in accordance with the law or

the legitimate interest). Without this data we cannot conclude the contract, issue the invoice or process the return.

- Insurance (online only): surname, first name, e-mail, telephone, address and CNP – required by the partner (insurance company) in order to issue the policy.
- Marketing/promotions/newsletter: surname, first name, e-mail, telephone, cookie data, preferences/habits, photo/video images taken during events (with consent).
- Call centre: the data necessary to handle requests (we do not make audio recordings of calls).
- Security at the premises: CCTV images (without sound).
- Business relationships (representative/collaborator): surname, first name, e-mail, telephone, correspondence address.

Source of the data: directly from you, from persons acting on behalf of the customer/supplier/partner, from authorities and public institutions, or from publicly or contractually available databases/publications.

Combining data: we may correlate personal information with transactions carried out online and at ticket offices, as well as with other interactions or sources (marketing partners, public databases, public pages on social platforms), for the purposes described in this policy.

OTHER IMPORTANT INFORMATION

Analysis of communications within www.bilete.salinaturda.eu

We may examine/scan/analyse communications related to the sharing of the www.bilete.salinaturda.eu pages (e.g. sharing via messaging, social media, e-mail) for fraud prevention, risk assessment, compliance, investigations, product development, research, analysis and customer support. As far as possible we use automated methods; sometimes a manual analysis may be necessary (e.g. fraud investigations, customer support).

We do not use these communications to send you marketing from third parties, and we do not sell reviews/analyses of these communications.

Legal basis: legitimate interest (compliance with the law and with the Terms and Conditions, safety, performance).

Connecting third-party accounts

You can connect your biletSMART.ro account with a social network account (e.g. Facebook). In this case:

- certain information may appear in your biletSMART.ro profile;
- your activities on biletSMART.ro may be displayed to your friends on the third-party platform (according to its settings);
- mutual friends/schools/hometowns/common groups may be displayed, if the third-party platform allows it;
- the information may be stored/processed for fraud prevention and risk assessment.

Publishing and display are governed by your settings and authorisations both on biletSMART.ro and on the third-party platform. From third-party accounts we collect only the data necessary for the performance of the contract, compliance with the law, or on the basis of consent. If you connect through social media, the platform may share information about your use of the services (profile, contacts, content viewed/liked). Please check the platform's privacy settings.

Third-party partners and integrations

The platform may contain links or services of third parties (integration, co-branding or third-party services – “Third-Party Partners”). We do not own or control these partners; when you interact with them, you may provide information directly to the partner, to us, or to both. They have their own policies regarding the collection, use and disclosure of data – we encourage you to read them. Certain components use third-party services, for example Google Analytics and the APIs of the payment processor Netopia for payments made on www.bilete.salinaturda.eu. The use of these services is subject to their policies (e.g. the Google Analytics terms, the Netopia terms).

WHAT OTHER DATA DO WE COLLECT?

The website www.bilete.salinaturda.eu uses cookies and similar technologies to provide you with the best possible experience, to analyse trends, administer the website, track usage and collect aggregated demographic information.

Cookies are small text files placed on your device to remember preferences and understand how the site is used. Our cookies do not contain information that directly identifies you.

Through cookies and tracking technologies we may automatically collect:

- the IP address

- the browser type and language
- the internet service provider (ISP)
- entry/exit pages and pages viewed (e.g. HTML, images)
- the operating system
- the date/time of the visit and/or the click sequence

You can control the use of cookies at browser level; disabling them may limit certain functionalities of the site.

A useful resource: www.aboutcookies.org.

For full details, please consult the Cookies Policy.

HOW DO WE USE YOUR PERSONAL DATA?

We use, store and process the data in order to:

- provide, understand, improve and develop www.bilete.salinaturda.eu;
- create and maintain a trusted and secure environment;
- provide, personalise, measure and improve advertising and marketing.

Providing, improving and developing www.bilete.salinaturda.eu

allowing access to and use of the site;

- operating, protecting, improving and optimising the platform and the experience (analyses, statistics, research);
- simplifying the purchasing process;
- offering our own products/services or those of partners;
- sending messages about the purchased products/services (cancellations, postponements, event changes), security alerts, account notifications;
- informing, receiving and processing orders (validation, notifications, delivery/pick-up, invoicing), cancellations, returns/refunds, complaint handling (including through the call centre);
- identifying problems and improving products/brands/services/technologies, including the development of new functionalities.

Legal basis: legitimate interest and/or performance of the contract.

Creating and maintaining a trusted and secure environment

- detecting and preventing fraud, security incidents and prohibited/illegal activities, spam/abuse;
- security investigations and risk assessments;
- checks in databases/sources (within the limits of the law; in limited situations for sports competitions/games, with consent where applicable);
- compliance with legal obligations;
- resolving disputes and enforcing agreements with third parties;
- compliance with the Terms and Conditions and the other policies;
- security and surveillance at the premises (CCTV without sound);
- preventing and combating violence at sports competitions/games (justified by the level of risk);
- protecting the rights, property, safety and security of the Company, its employees, customers and other persons.

Legal basis: legitimate interest, performance of the contract and/or legal obligation.

Advertising and marketing

- sending promotional/marketing messages according to your preferences (including on the biletSMART.ro pages/accounts on Facebook, YouTube, Instagram, etc.);
- personalising, measuring and improving advertising; surveys;
- understanding purchasing preferences;
- organising contests/raffles/promotions and events of our own or of partners;
- newsletter and updates about products/services (e-mail/SMS/telephone/other digital channels) – without affecting administrative e-mails;
- invitations to events, promotions and online experiences on www.bilete.salinaTurda.eu;
- taking/displaying photo images of participants in promotions/contests/raffles and displaying customer reviews (on the site and on social media/offline/online channels).

Legal basis: legitimate interest and/or consent.

Payment processors (controllers of payment data)

The data may be used for:

- access to payment services;

- detecting/preventing fraud, abuse and security incidents;
- investigations and risk assessments;
- checks in databases;
- compliance with legal obligations (e.g. anti-money laundering);
- enforcing the payment conditions and policies.

Legal basis: performance of the contract, legal obligation and/or legitimate interest.

Note: We use the data only for the purposes above and we retain it for as long as is necessary for those purposes. Access and processing are carried out by the Company and/or by authorised partners, in accordance with internal procedures.

HOW LONG DO WE STORE YOUR PERSONAL DATA?

We store the data only for as long as is necessary to provide you with the products/services, to carry out the requested transactions or for other essential purposes (compliance with legal obligations, resolving disputes, enforcing agreements). The data collected through the website is processed mainly electronically (including through analytics services hosted by us and/or by suppliers). The actual periods may vary depending on the type of data and the context.

General retention criteria:

- the need to maintain/improve the performance of the services and the safety of the systems;
- keeping business and financial records;
- the existence of consent (until its withdrawal);
- data to which you have direct access (until deletion/request);
- specific legal obligations;
- the need to retain data for investigations or litigation.

Examples of durations:

- access to and use of the services through the online account – for as long as the account exists;
- sales contracts (tickets, season passes, vouchers) – 5 years; supporting documents – 10 years (in accordance with the accounting law); for the defence/exercise of rights: for the duration of the limitation periods;

- CNP and/or ID card/passport for tickets to sports events – automatic deletion within a maximum of 10 days after the events end; for sports season passes – automatic deletion within a maximum of 10 days after the season pass expires;
- insurance contracts (issuable online) – for the duration of the performance of the contract or in accordance with legal obligations;
- marketing/advertising – for as long as the account and/or the consent exists, or until the exercise of the right to object/withdraw;
- CCTV (without sound) at the premises – a minimum of 20 days, or until the incident is resolved (where applicable);
- informing/receiving orders; returns/refunds; complaints – for the duration of their handling, and thereafter in accordance with the limitation periods;
- business relationships (collaborator/representative/contact person) – for the duration of the contract or for as long as the law requires.

WHERE DO WE SEND/TRANSFER YOUR PERSONAL DATA?

Your data may also be processed by other controllers, joint controllers or processors, in compliance with the applicable legislation:

- IT suppliers and other providers from whom we contract services/products, which have implemented appropriate protection measures. If a processor subcontracts, it imposes on the subcontractors the same technical and organisational security measures.
- Joint controllers of the Controller, for outsourced services.
- State authorities, on the basis of the powers provided by law.
- Social networks, if you connect your customer account to a social media account – the sharing of data is governed by the policy of the respective platform.
- Service providers for customer relations/marketing (promotions, communications, surveys) – exclusively for the mandated purpose; they are not authorised to use the data for other purposes.
- Partners with whom we collaborate to offer products/services/contests/promotions.

- Where necessary or appropriate, in a justified and good-faith manner, to comply with laws/regulations, subpoenas/orders/governmental requests, or to protect the operations, confidentiality, safety, property or rights of the Controller.
- Online payments on www.bilete.salinaturda.eu: the data related to the payment is transmitted directly to the electronic payment processor NETOPIA; it does not transmit your banking data to us. For queries regarding online payments, contact contact@biletesmart.ro or the processor directly.
- Sale/merger: in the unlikely event of the sale or merger of the Company, personal information may be included among the transferred assets.

International transfer:

Your data is not subject to any transfer to third countries or international organisations. If, in the future, the data were to be transferred outside the EU/EEA, you will be informed in advance.

HOW DO I CHOOSE WHICH PROMOTIONS I RECEIVE AND WHY DID I RECEIVE A MARKETING E-MAIL AFTER MAKING A PURCHASE ON biletesmart.ro?

- We communicate promotionally with you only if you have expressed your agreement (explicit consent).
- However, you may receive personalised offers on the basis of our legitimate interest if you have placed at least one order on www.bilete.salinaturda.eu or have an active account (art. 6 para. (1) let. f GDPR). This is why you may have received a marketing e-mail after a purchase.
- If you do not want promotional messages (special offers, promotions, contests, raffles, campaigns), you can unsubscribe using the link found in each newsletter or you can contact us as described in the “How can you contact us?” section. We will respect your choice without undue delay.
- Important: unsubscribing from marketing does not affect transactional e-mails (e.g. order confirmations, event updates, security alerts).

HOW IS MY INFORMATION USED FOR BEHAVIOURAL/TARGETED ADVERTISING AND WHAT OPTIONS DO I HAVE?

We use our own cookies to decide which of our ads you see on other sites. You can opt out of targeted advertising based on our cookies from the cookie consent banner on the site or from your browser settings.

Useful link: Cookie settings / Privacy preferences (replace with the actual link).

Note: the options apply per browser and per device.

We also collaborate with third-party partners who use tracking technologies (including cookies and pixel tags) on our sites in order to display personalised advertising on behalf of us and other advertisers. These partners may, over time, collect information about your activity on our sites and on other sites, as well as about your interaction with our ads and communications, in order to decide which ads to display to you on third-party sites and apps. The technologies may also correlate activity across multiple devices.

For more details and options for opting out of personalised advertising, consult:

- <https://www.aboutads.info>
- (for the EU/EEA) <https://www.youronlinechoices.eu>

Note that, even after opting out, certain technologies may continue to collect data for limited purposes (e.g. aggregated delivery/measurement), and the ads do not disappear — they will simply no longer be personalised on the basis of this information.

We also use an instant notification (“push”) system, which you can accept voluntarily:

- Mobile push (phone/tablet)
- Web push (desktop/laptop)

If you have accepted notifications, you will receive them only on the device on which you gave your consent. This system does not store personal data (including the IP address), only minimal technical information: the operating system, the country, the browser language and a unique ID generated at the moment of acceptance.

You can unsubscribe at any time:

- on mobile: from the device settings, the Notifications section;
- on desktop/web: from the settings of the operating system and/or of the browser (permissions for notifications).

WHAT HAPPENS IF I USE DIFFERENT DEVICES TO VISIT www.bilete.salinaturda.eu?

For an efficient and coherent shopping experience, you can log in to your account from several devices (computer, laptop, phone, tablet). If you access a link from our e-mails on a new device, we may technically associate that device with your account, for session continuity and for security (e.g. recognising unusual logins).

The information collected from different devices may be combined with other data you have provided to us (how you use the site/app, products viewed, interactions), in order to:

- provide a unified experience across all devices (preferences, cart, relevant history);
- personalise content, recommendations and offers;
- prevent fraud (e.g. detecting access from unknown devices).

For options regarding cookie-based tracking and online advertising, consult the Cookies Policy and the Consent Preferences (the banner on the site), as well as the settings of each browser/device. (The options apply separately to each browser and device.)

HOW CAN I ACCESS OR CHANGE THE DATA IN MY ONLINE ACCOUNT OR THE DATA I HAVE PROVIDED TO YOU?

You can ask us to update your personal data by contacting us as described in the “How can you contact us?” section. If you have an account on www.bilete.salinaturda.eu, you can update certain data directly from My Account (e.g. name, e-mail, telephone).

Please note that processing a request may take up to 30 days; in complex cases, the term may be extended in accordance with the law. For data security, we may ask you for additional information to verify your identity.

HOW DO YOU PROTECT CHILDREN'S DATA??

www.bilete.salinaturda.eu is a site intended for the general public (16+). All data processing concerns exclusively persons who have reached the age of 16. The use of the online store to purchase products (tickets, season passes, vouchers) by persons under the age of 16 is prohibited.

In exceptional situations where, by mistake, we process the data of a minor under the age of 16, we will immediately cease the processing and delete the data as soon as we become aware of this situation.

If you are under 16, do not register and do not continue with the online purchase; ask a parent or legal guardian to complete the necessary procedures.

If you are a parent/guardian and consider that a minor has provided us with data, please contact us at contact@biletesmart.ro for its deletion.

Responsibility for the use of the online store by minors lies exclusively with the parents/guardians. For events with age restrictions, we reserve the right to verify age upon access, in accordance with the law.

WHAT DATA SECURITY MEASURES HAVE YOU ADOPTED?

We process your data lawfully and apply appropriate technical and organisational measures to ensure its integrity and confidentiality, in accordance with the GDPR. We have an internal data security policy, and our staff are trained and act to high standards of confidentiality.

For the protection of the data we use, among others:

- encryption of communications via HTTPS (TLS) when transmitting data on www.bilete.salinaturda.eu;
- firewall and role/password-based access controls;
- procedures and contractual clauses with the suppliers involved in the processing;
- logging and monitoring of security.

Although we take robust measures, 100% security cannot be guaranteed. The provision of data takes place at your own risk and, to the extent permitted by law, we are not liable for disclosures caused by errors/omissions/unauthorised acts of third parties during or after the transmission of the data.

Recommendations for you:

- (i) periodically update your security software (e.g. antivirus) and use secure networks (e.g. firewall, anti-spam filters);
- (ii) keep your account username and password confidential;
- (iii) change your password from time to time.

In the unlikely event of an incident that could affect the security of your data, we will inform you in accordance with the law, using the methods provided (including by e-mail, if you have provided it to us).

If you cannot access the secure connection or prefer not to order online, you can send us your order at contact@biletesmart.ro or you can call us at +40 770 408 956.

WHAT IS PHISHING?

Phishing is a fraudulent attempt to obtain your personal or financial data (passwords, 3D Secure/OTP codes, card data) through messages that appear legitimate.

We will never ask you by e-mail/telephone/chat for: your password, 3D Secure/OTP codes, your full card data or other sensitive information.

If you receive a suspicious message:

- Do not reply, do not access the links and do not open the attachments.
- Check the sender's address and the obvious errors in the message.
- Forward the message to contact@biletesmart.ro for verification.

Have you already provided data?

Immediately change your account password, enable two-step authentication (if available) and contact your bank/card issuer.

WHAT LINKS TO OTHER WEBSITES DO YOU INCLUDE?

Our website may contain links to third-party sites (e.g. event organisers, payment processors, social networks).

We do not control these websites and we are not liable for their content, practices or privacy and security policies. Accessing them is done at your own risk.

We recommend that you read the privacy policy and the terms and conditions of each site you visit through our links. The fact that we provide a link does not represent an endorsement or a guarantee on our part.

HOW CAN YOU CONTACT US? WHAT ARE THE DETAILS OF THE DATA PROTECTION OFFICER?

For questions regarding this Privacy Policy, for options concerning promotional communications, or for updating your personal data, you can write to us or call us:

- E-mail: contact@biletesmart.ro
- Telephone: +40 770 408 956 (Monday–Friday, 09:00–18:00)

For matters related to data protection, you can contact the Data Protection Officer (DPO) at the same address: contact@biletesmart.ro.
(Please mention in the subject line: “DPO / GDPR”.)

WHAT RIGHTS DO YOU HAVE?

In accordance with the personal data protection legislation (GDPR), you benefit from the following rights:

- The right to information – to receive information about how we process your data.
- The right of access – to obtain confirmation that we are processing your data and, if so, access to it and to information about the processing.
- The right to rectification – to obtain, without undue delay, the correction of inaccurate data and the completion of incomplete data.
- The right to erasure (“the right to be forgotten”) – to request the deletion of the data, in particular when: (1) it is no longer necessary for the original purpose; (2) you withdraw your consent (where the processing is based on consent); (3) you object to the processing; (4) the data has been processed unlawfully; (5) deletion is necessary in order to comply with a legal obligation of the Controller.
- The right to restriction – to request the limitation of the processing when: (1) you contest the accuracy of the data; (2) the processing is unlawful and you do not want deletion; (3) the Controller no longer needs the data, but you require it for the establishment/exercise/defence of a right in court; (4) you have objected to the processing. You will be informed before the restriction is lifted.
- The right to portability – to receive the data you have provided to us in a structured, commonly used and machine-readable format and to transmit it to another controller, where the basis is consent or the contract and the processing is automated.
- The right to object – to object, on grounds relating to your particular situation, to processing based on legitimate interest (including the associated profiling).
- The right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects or similarly significantly affects you.

- The right to withdraw your consent, at any time, without affecting the lawfulness of the processing carried out before the withdrawal.

How to exercise your rights

You can send us a request by e-mail at contact@biletesmart.ro or in paper form at our registered office (57–59 Oașului St., Cluj-Napoca municipality, Cluj County). For data protection, we may request additional information from you to verify your identity.

Terms and costs:

We respond within a maximum of 30 days from receipt of the request. The term may be extended by up to two months for complex or numerous requests; you will be informed about the extension. The exercise of rights is free of charge. We may charge a reasonable fee only for manifestly unfounded or excessive requests, in accordance with art. 12 GDPR.

HOW CAN YOU FILE A COMPLAINT WITH THE DATA PROTECTION AUTHORITY?

If you consider that your data protection rights have been infringed, you have the right to file a complaint with the National Supervisory Authority for the Processing of Personal Data (ANSPDCP):

- Address: 28–30 General Gheorghe Magheru Blvd., Sector 1, 010336, Bucharest
- How to file: at the institution's registry or by e-mail at anspdcp@dataprotection.ro

You also have the right to address the competent courts for the defence of any rights guaranteed by the legislation applicable in the field of personal data protection.

For an amicable resolution, we encourage you to contact us first at contact@biletesmart.ro or +40 770 408 956.

HOW DO YOU UPDATE THIS POLICY AND HOW WILL I BE NOTIFIED?

We may modify, update or supplement this Privacy Policy at any time, by publishing the revised version on this page of the website www.bilete.salinaturda.eu and updating the date of the “Last revision”. We recommend that you check this page periodically.

For significant changes, we may send additional notifications, for example:

- displaying an announcement on the main page;
- sending an e-mail to registered users;

- displaying a notification in My Account.

By accepting a revised version (e.g. an “accept click” in the e-mail/account page, where the law requires it), by completing a purchase on www.bilete.salinaturda.eu or at the own ticket offices after the publication of the revised version, or by continuing to use the site, you express your agreement with the Privacy Policy as thus updated.

If for certain processing the law requires explicit consent, this will be carried out only after we obtain it.

Unless otherwise provided, the changes take effect from the date of publication.