

Privacy Notice

Tisza-tavi Ökocentrum Nonprofit Public Benefit Limited Liability Company (hereinafter: “Ökocentrum”) pays particular attention to ensuring that its data processing activities are carried out in your interest, in compliance with Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information, other applicable data protection legislation, and the data protection practices developed by the Hungarian National Authority for Data Protection and Freedom of Information (see: <http://www.naih.hu/index.html>), also taking into account relevant international recommendations.

Ökocentrum hereby informs its clients about the personal data it processes, its data processing practices, the organizational and technical measures taken to protect personal data, as well as the methods and possibilities for exercising data subjects’ rights.

Definitions and abbreviations

Info Act: Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information

GDPR: Regulation (EU) 2016/679 of the European Parliament and of the Council – General Data Protection Regulation

Data Controller: a natural or legal person, or an organization without legal personality, which alone or jointly with others determines the purposes and means of the processing of personal data and makes and implements decisions regarding data processing (including the tools used), or has them implemented by a data processor.

Data Processing: any operation or set of operations performed on data, regardless of the procedure applied, including collection, recording, registration, organization, storage, alteration, use, retrieval, transmission, disclosure, alignment or combination, restriction, deletion, destruction, prevention of further use, taking photographs, audio or video recordings, and recording physical characteristics suitable for identifying a person (e.g. fingerprints, palm prints, DNA samples, iris images).

Data Subject (Info Act): any identified or identifiable natural person based on personal data.

Personal Data (Info Act): any data relating to the data subject, particularly name, identification number, or one or more factors specific to the physical, physiological, mental, economic, cultural or social identity of that person, as well as conclusions drawn from such data.

Personal Data (GDPR): any information relating to an identified or identifiable natural person (“data subject”); an identifiable person is one who can be identified directly or indirectly, in particular by reference to an identifier such as a name, number, location data, online identifier, or one or more factors specific to their identity.

I. Data controller, purpose and scope of processing

I.1 Data controller

TISZA-TAVI ÖKOCENTRUM Nonprofit Public Benefit Limited Liability Company
Registered office: 3388 Poroszló, Kossuth Lajos utca 41., Hungary
Postal address: same as above
Registering authority: Company Court of Eger
Company registration number: Cg.10-09-032852
Email: info@ttoc.hu
Phone: +36 36 553 033
Website: www.tiszataviokocentrum.hu

Data Protection Officer: Gergő Soós, Director
Contact: igazgato@ttoc.hu

I.2 Legal basis of processing

Data processing is governed by the following legislation:

- Act CXII of 2011 (Info Act)
 - GDPR (EU) 2016/679
 - Act V of 2013 on the Civil Code
 - Act CLV of 1997 on Consumer Protection
 - Act XIX of 1998 on Criminal Procedure
 - Act C of 2000 on Accounting
 - Act CVIII of 2001 on Electronic Commerce
 - Act C of 2003 on Electronic Communications
 - Act CXXXIII of 2005 on Personal and Property Protection
 - Act XLVIII of 2008 on Economic Advertising
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I.3 Legal basis of processing

Processing is based either on legal authorization or on the voluntary consent of the data subject, expressed clearly and informedly.

Providing data may be mandatory for the successful conduct of procedures (e.g. litigation, enforcement, insolvency, contracts, administrative or criminal cases, inheritance proceedings).

I.4 Categories of data and purposes

1. **Maze and Macro World game**
Data: name, email, postal address
Retention: 25 days after prize draw

Legal basis: consent (GDPR Art. 6(1)(a))

Consequence: prize cannot be delivered

2. **Group booking requests**

Data: booking ID, event details, contact data, children's data, special requests

Retention: 1 month after event (90 days for online booking)

Legal basis: contract (GDPR Art. 6(1)(b))

3. **Boat tours**

Data: name, address, ID number, phone

Retention: 2 years

Legal basis: contract

4. **Luggage storage**

Data: name, address, phone

Retention: 10 working days after return

5. **Audioguide rental**

Data: name, address, ID number

Retention: 10 working days

6. **Customer data (purchases)**

Purpose: invoicing, accounting, customer tracking

Retention: 8 years

Bank card data handled by ERSTE Bank

7. **Complaint handling**

Data: complaint details, identity, documentation

Retention: up to 5 years

8. **Extraordinary events (accidents)**

Data: personal and incident details

Retention: 5 years

9. **Lost property**

Retention: until return or legal disposal

10. **WiFi**

Traffic is not recorded

I.5 Surveillance system

CCTV operates on the premises for safety and asset protection.

Retention: 3 days (unless needed for legal purposes)

Legal basis: legitimate interest (GDPR Art. 6(1)(f))

Footage may be accessed only by authorized persons and shared with authorities where required.

II. Retention period

Personal data are processed until consent is withdrawn or as required by law.
Withdrawal can be requested via igazgato@ttoc.hu.

III. Data subject rights

The data subject has the right to:

- be informed
- access data
- request correction
- request restriction
- request deletion
- object to processing
- lodge complaints with authorities
- seek judicial remedy

Requests are handled within 1 month (extendable by 2 months if necessary).

Authority contact:

Hungarian National Authority for Data Protection and Freedom of Information

Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/C

Email: ugyfelszolgalat@naih.hu

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

IV. Data access and security

Access is limited to employees and authorized partners.

Data may be shared with authorities only when legally required.

Ökocentrum applies technical and organizational measures to ensure:

- confidentiality
- integrity
- availability

Data are stored on servers operated by Domain Regisztráció Kft.

V. Other provisions

Processing is carried out both electronically and on paper.

Data processors may be used in compliance with GDPR and Info Act.

Poroszló, 9 February 2026
Tisza-tavi Ökocentrum Nonprofit Public Benefit Ltd.