

Additional information on data protection, queries, report of incidents and complaints

1. DATA CONTROLLER

Who is the Data Controller for the processing of your personal data?

Identity: PORT AVENTURA ENTERTAINMENT, S.A.U.

Postal address: Avda. Alcalde Pere Molas, km 2. 43480 Vila-seca (Tarragona)

Telephone: (+34) 977 779 000

E-mail: lopd@portaventura.es

2. PURPOSES

What is our purpose for processing your personal data?

In compliance with the provisions of General Data Protection Regulation (EU) 2016/679, and any applicable national law, we inform you that at PORT AVENTURA ENTERTAINMENT, S.A.U. we process personal data that you provide to us in order to manage any query, suggestion, report of an incident or complaint that we receive from you.

3. DATA RETENTION

How long will we keep your personal data?

The personal data you provide for the aforementioned purposes will be retained for the time necessary to respond to your query, suggestion, report of an incident or complaint and also for the time permitted by law to respond to legal claims.

4. LAWFUL BASIS

What is the lawful basis for processing your personal data?

The legal basis for the processing of your data, including health data, is the consent you provided by completing the form you sent us, as well as, where appropriate, our performance of a task in the public interest based on ensuring the safety of persons, property and facilities.

5. RECIPIENTS

To which recipients will your personal data be communicated?

Certain service providers and/or entities must process personal data on behalf of the data controller and as processors of your personal data to ensure that the service is provided satisfactorily. Providers of medical services, insurance companies, private security companies and governmental bodies and authorities may be involved, if their intervention is necessary.

6. RIGHTS

What are your rights when you supply us with your personal data and how can you exercise them?

You have the right to obtain confirmation as to whether PORT AVENTURA ENTERTAINMENT, S.A.U. is processing personal data concerning you, or not.

In addition, you have the right to access your personal data, as well as to request correction of inaccurate data or, as the case may be, request deletion if, among other reasons, the data is no longer necessary for the purposes for which it was collected.

In certain circumstances, you may request the limitation of the processing of your data, in which case we will only retain it to bring or defend claims.

In certain circumstances and for reasons linked to your particular situation, you may oppose the processing of your data. PORT AVENTURA ENTERTAINMENT, S.A.U. will cease to process the data, except for legitimate compelling reasons, or to bring or defend potential claims.

You may also exercise the right to portability of the data, or withdraw consent provided at any time, without affecting the legality of the processing based on the consent before its withdrawal.

If you wish to exercise any of your rights you can contact us by sending a written communication to the e-mail address lopd@portaventura.es, or to our postal address PORT AVENTURA ENTERTAINMENT, S.A.U. (Asesoría Jurídica), Avda. Alcalde Pere Molas, km 2, 43480 Vila-seca (Tarragona). The request to exercise any of your rights must be accompanied by a copy of your official identification document (ID card, driving licence or passport).

Finally, we inform you that you may contact the Spanish Data Protection Agency and other competent public authorities for any complaint arising from the processing of your personal data.