



Zoologischer Garten Berlin AG
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INFORMATION ON DATA PROCESSING ACCORDING TO ART. 13 GDPR

PERSONALISED ANNUAL PASSES

1. Name and contact details of the person responsible for processing and of the data protection officer

This data protection information applies to data processing by:

Zoologischer Garten Berlin AG
Hardenbergplatz 8, 10787 Berlin
Tel.: +49 (0)30 25401 0
Fax: +49 (0)30 25401 255
Email: info@zoo-berlin.de

You can contact our data protection officer at datenschutz@zoo-berlin.de or the above-mentioned postal address, making sure to add "Data protection officer" as the recipient.

2. Collection and storage of personal data, and the type, purpose and use thereof within the scope of personalised annual passes

Zoo Berlin only collects those personal data that it requires to perform its duties and for billing purposes, in order to fulfil the contractual relationship. Those data are:

- Surname and first name
- Address
- Date of birth
- Email address
- Photograph of face
- Payment details (subscribers)

Data subjects affected by such processing are our contractual partners and, in the case of an annual pass for families, their partner and their child/children or grandchild/grandchildren.

These data are collected to properly administer annual passes, to process annual pass contracts, to control access to the zoo, to inform pass holders at short notice about important restrictions on visiting the zoo (in the event of storms, for example), and to stay in touch with our annual pass users (surveys and sending information).

Only the card number is stored on the annual pass. This enables our system and service staff to verify that your annual pass is valid.

Name, surname, card number and customer number are printed on the annual pass.

The processing of your data is based on your consent, Art. 9(2) lit. a DSGVO, for the purpose of contract performance in accordance with Art. 6(1) sentence 1 lit. b DSGVO, for the fulfilment of legal obligations, Art. 6(1) sentence 1 lit. c DSGVO, and in order to defend our legal claims, Art. 6(1) sentence 1 lit. f DSGVO.

3. Transfer of data to third parties

Your personal data will not be transferred to third parties for purposes other than those listed below.

The data can only be accessed by the Controller and the service providers entrusted with data processing.

If we require personal data to handle our contractual relationship with you in accordance with Art. 6 (1) sentence 1 lit. b GDPR, your personal payment data will be transferred to third parties. This includes, in particular, disclosure to auditors, tax advisors, the tax authorities, and, in the event of performance disruptions, to lawyer's offices, courts and other public authorities for the purpose of correspondence and/or to defend or assert our rights.

Third parties may only use disclosed data for the purposes mentioned.

4. Rights of data subjects

You have the right:

- To revoke your consent to the processing of your personal data at any time in accordance with Art. 7 (3) GDPR. This results in us not being allowed to continue any data processing that was based on your consent.
- To request information regarding which of your personal data we process in accordance with Art. 15 GDPR. In particular, you can request information about the purposes of the processing; the category of personal data; the categories of recipients to whom your data has been or will be disclosed; the planned duration of data storage; the existence of rights to rectification, erasure, restriction of processing and the right to object; the existence of a right to lodge a complaint; the origin of your data if they have not been collected by us; as well as the existence of automated decision-making, including profiling, and, if applicable, meaningful information about the details of such decision-making.
- To request the prompt rectification of incorrect or incomplete personal data stored by us in accordance with Art. 16 GDPR
- To request, in accordance with Art. 17 GDPR, the erasure of your personal data stored by us, unless processing is necessary to exercise the right to freedom of expression and information, to comply with a legal obligation, for the public interest, or to establish, exercise or defend legal claims
- To request restriction of processing of your personal data in accordance with Art. 18 GDPR, provided that: the accuracy of those data is disputed by you; processing is unlawful but you object to their erasure; and we no longer require the data but you require them to establish, exercise or defend legal claims, or you have objected to processing in accordance with Art. 21 GDPR
- To receive, in accordance with Art. 20 GDPR, your personal data in a structured, commonly used and machine-readable format, or to request the transfer of those data to another controller
- To lodge a complaint with a supervisory authority in accordance with Art. 77 GDPR. To do so, you can normally contact the supervisory authority at your usual place of residence, your place of work, or our company headquarters.

5. Right to object

If your personal data are processed on the basis of legitimate interests in accordance with Art. 6 (1) sentence 1 lit. f GDPR, you have the right to object to processing of those personal data according to Art. 21 GDPR, provided that there are grounds for doing so that arise from your particular situation. If you wish to exercise your right to object, simply send an email to datenschutz@zoo-berlin.de