

## General terms and conditions

### General provisions

Service Provider : EUROPE EVENT AGENCY LTD

Headquarters Address : 1137, Radnóti Miklós utca 40.

Postal address: 1393 Budapest, PO Box 350

Registration Authority : Metropolitan Court acting as Court

Company registration number : 01-09-904220

Tax number : 11944540-2-41

E-mail address : budapest@welovecruising.hu

Address of website : <https://welovecruising.hu>

Customer Service : +36709039367 budapest@welovecruising.hu

Weekdays 9:00 - 17.30

1. These General Terms and Conditions (GTC) is determined by the Service, and any natural or legal person using the online system (hereinafter referred to as the Buyer) the conditions of service for the purchase of tickets from the use of, and arising from the Service and Customer rights and obligations .
2. The Service online web system (hereinafter referred to as the System) operates primarily in different conferences, music, sports and other events (hereinafter referred to as events), entry tickets and passes on (hereinafter referred to as: Tickets) purchasing promote or online webshop products and services for sale (vouchers, books, sound recordings, etc. parking tickets. Buy). The Service for Buyers Seminars provides Admission fellistázott purchase of Units System (hereinafter: Service).

In addition, the Service Entry tickets for sale of other products sell well in some cases (for merchandising products, food, drinks etc related to the event). If the rules for the sale of these products differ from general rules, the GTC indicate this separately.

1. In case of events beyond customer service, that is the actual running of the event in respect of the purchase of the Ticket Event organizer (hereinafter referred to as an Event Planner) service is legal relationship. The Service is not involved in the organization and implementation of events, activities and responsibility is limited to the sale of Tickets. provided by the Service and Event Management Services - and the responsibility for them - so you are separated. The event advertised in the proper conduct of the Event Organizer obligation. The Service Provider shall not assume any liability for artists, athletes, other performers appearance and performance quality, execution, completion or failure occurring visited the Admission Ticket purchased in connection Event. The Service lectures organized

by the Event Organizer, cultural and artistic productions valid sells tickets and related services. The Service is acting as commission agents, in collaboration mediated jegyértékesítésben service.

2. The Service does not sell a product for which authorization is required and thereby permit.
3. 16 years of age is not a natural person may not purchase on the website. The customer accepts the terms of the Service Agreement by pressing the "Pay" button, also present provisions of GCC. the establishment of the contract, customers agree to the terms of the GTC - especially the GCC II. Information contained in point - studied and accepted as binding, and scope specified in the Terms and Conditions and Privacy Regulations contributed data necessary for using the service management.

6.The constitute a written contract concluded agreement, establishment of the contract justified specified by the customer, the purchase of electronically stored information that the Provider check time limit specified in the legislation on accounting and taxation. Data entered by the customer, for the product in the Service Provider guarded system data and other details of the transaction (eg. bank confirmation) and the wording of the Terms and Conditions together form the contract in writing.

1. The contract between the parties is created in Hungarian.
2. The Service informs Buyer and Buyer expressly acknowledges that the Operator is entitled to unilaterally amend the GTC. In case of modification of the Terms of Service will notify the Customer by publishing the changes on [www.welovecruisingbudapest.hu](http://www.welovecruisingbudapest.hu) side, before the entry into force of the change at least eight (8) days.

II. The 45/2014. (II. 26) on. According to § 11, concerning contracts concluded by distance selling pre-contractual information

1. The Service informs the Buyer with the following information. Please our customers to study at this information before buying a ticket (buying or possibly other products), and buy only with this knowledge (in the terminology of the legislation, "contracting")!
2. The service, that is the main characteristics of the event can be found on the event details page. The form of full disclosure in the currently available tickets and their prices, gross form (to be paid occasionally VAT included), referring to the currency, which can be "EUR" that is, the Hungarian forint, EUR or EUR and USD or US dollar format. The Service does not sell products for which indication of the unit requiring the legislation (available in several packages or multi-piece articles). The Service's website and see all of the customer data without registration, or the Shop also may conduct without registering.
3. The service provider's name in point I.
4. The headquarters of the company, postal address, telephone number, fax number, e-mail address in point I. Ticket sales event of the Service is acting on behalf of the event organizer. Name and postal address of the Event Organizer can be found on the event, and event

description. Name and other identification data of the Event Organizer is in front of the entrance fee.

5. The place of business Service Headquarters indicated in I above. The consumer may address any complaints to the availability of services set out in section I..
6. containing the full amount of VAT due consideration for the product according to the contract or the purchase of a service interface called. "Cart" page contains, indicating the gross ticket prices, processing fee and any shipping costs. In addition to the gross prices indicated in additional costs to the consumer does not arise.
7. The Service does not use or flat-rate contract for an indefinite period. The amount of the contract includes all expenses for that purchase.
8. means for making the purchase (cell phone, computer, tablet, etc. Telephone, Internet connection), internet, mobile or other electronic connection, possibly a special payment (eg. mobile payments) as consideration for the customer individual subscribers or other contracts based on telecommunications You may charge a service fee. The Service itself is not, however, apply a premium rate service.
9. The indicated rates increased tax the full amount of the contract include the Hungarian forint, euro or US dollar terms, the amount of gross prices include VAT. Due to the nature of the services is not possible to indicate the unit. If the System USE THE Purchaser shall pay a handling fee, the system will indicate the exact course of the purchase process. The processing fee for the Service after the service fee, not a credit card or other payment method to use amount. The selected shipping and payment methods (eg. Courier service) may incur additional costs, which the system accurately indicated. The total amount of the contract includes all expenses. The Service may accept multiple payment methods in addition to the usual baryon credit card payment, which contain a detailed description of Customer Service Information and Frequently Asked Questions. Salaries and electronic ticket delivery virtually real-defined customer e-mail box on time, immediately.

When selecting Barion credit card payment directed to the baryon system, where you can use your credit card to settle the bill. The credit card information must be provided in each case the bank side, so they do not reach the vendor under any circumstances. The total order charge your credit card when placing their orders. Accepted credit cards: MasterCard, Maestro, Visa, Visa Electron, American Express.

The e-ticket is not possible to disembark, he delivered electronically to the Service. Execution of the service is automatic, immediate completion date. The rules on complaint handling XII hereof. Point is included.

1. information on exercising the right of withdrawal and termination due to consumer deadline and other conditions contained in this document VII. and of Annexes 2, 3 contain.
2. For information on returning the product costs VII of this document. and point 2, 3.mellékletei included.

3. It is not entering into a transaction in which the consumer would be required to reimburse the reasonable costs of services for the exercise of withdrawal and termination rights enjoyed by the consumer.
4. Buyer of 45/2014. (II.26.) Government Decree § 29. (1) I) of the withdrawal right and the right of termination can not be exercised if the Event Ticket is on a particular date (a day, a day limit). Further information on the conditions for the exercise of withdrawal and termination of the rights enjoyed by consumers in this document VII. and of Annexes 2, 3 contain.
5. Regulatory obligations for a warranty and product warranties in this document VIII. of and Annex 4 details.
6. 17:30 pm The Service operates a call center 09 to each working day, which is readily available to buyers of the phone number +36709039367 or **budapest@welovecruising.hu** e-mail address.

The 151/2003. (IX. 22) warranty obligations do not apply to product groups sold by the Service Provider pursuant to Government Decree., And Annex.

1. The Service prohibition of unfair commercial practices against consumers under the Code of Conduct for Law and its not a signatory to subject himself.
2. The contract between the provider and the customer is established fixed period, the duration of the event Ticket purchase date of the event or the event visit (eg. Exhibition Tickets are not on a date), for other products, and acceptance of the product lasts.
3. The contract can not be converted to contracts of indefinite duration.
4. During the purchase process, the Buyer's obligations beyond the payment of the consideration is not.
5. Service provider for deposit or other financial security for the purchaser does not provide.
6. The digital content operations, technical protection measures: The availability of the data provider servers over 99.9% per year. RAID technology for data content stored across multiple hard drives in servers. If any hard disk is damaged, the system remains operational, the remaining hard drives. Regularly backed up the entire data content, so in case of problem with the original data content can be restored.
7. the ability of hardware and software, collaborative digital content data: The data is stored and displayed MSSQL to MySQL database. Sensitive data are stored in adequate strength encryption is used to encode built a processor with hardware support.
8. 378/2016 on certain related central agencies and ministerial background institutions operating budget revision jogutódlásáról skeletal form, as well as some public acceptance of tasks. (XII. 2) Under Government Decree of the National Consumer Protection Authority ceased to exist on 31 December of, 2016 in succession. Acting on the Pest County Government Office national jurisdiction Quadratic matters. Consumer 197 is displayed at

district level first official function, **so the consumer complaints mainly occur from 1 January 2017 the competent regional district offices. Contact details can be found in <http://jarasinfo.gov.hu/> .**

9. It is for the arbitration board includes settlement of disputes relating to the quality, safety, use of the product liability rules, quality of service, as well as the conclusion of a contract between the parties and the performance of the product between the consumer and the business (consumer dispute) off-court. To this end, the arbitration board shall attempt to set up an agreement between the parties, if this is unsuccessful, he will decide on the matter in order to ensure simple, fast, efficient and cost-effective enforcement of consumer rights. The arbitration board will give advice enjoyed by the consumer rights and obligations to the consumer at the request of the consumer or enterprise. The arbitration board is an independent body operating in the county (city), next to the Chamber of Commerce and Industry. The Service Name of competent arbitration board's headquarters: Budapest Arbitration Board, established in 1016 Budapest, Krisztina krt. 99 III. em. 310, mailing address: 1253 Budapest, Pf .: 10th

Please customers resident in the European Union, note that if there is cross-border consumer legal dispute - that their normal residence is not in Hungary - you can use the ODR platform can be bought over the Internet product, or service connection. The ODR platform is available at the following link: <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>

### III. The Customer Information

1. The Service reserves the right to refuse customer orders in appropriate cases, in particular the granting untruthful or incomplete information, or the System or for any misuse of the Access Banknotes.
2. The Buyer borne full responsibility in connection with a few players and all kinds of shopping and other activities through the username and password associated with your User account. The Buyer agrees to immediately notify the Service Provider's customer service data for any unauthorized use or breach of security in other ways. The password for damages arising from the storage or transfer of part of the username and password are not responsible for third party services.
3. The Buyer declares that data is entered correctly declared the system. The Service Provider excludes liability for damages specified in the purchase of false, incorrect or false information or e-mail address resulting from the grant. The Service is responsible for performing and billing for according to data provided by the customer. The Buyer has the option at any time to control and manipulate information. Buyer is entitled to verify the authenticity entitled to delete obviously faulty or false information, and in case of doubt the Service. For events where the Event Organizer advocate of tickets issued by name and are not transferable, the Service Provider shall be entitled to check the customer data in a manner required by the Event Organizer.
4. CXII of 2011 on the Protection Service of the customer data and public data of personal data. TV. CVIII 2001 on certain aspects of voluntary consent, and electronic commerce services and

of information society services on the basis of § 5 (1) a) of the Treaty. It managed under the provisions of the Act. Detailed rules on data protection for data management

Rules included, which is available to purchase surface-footer.

1. During the so-called shopping. Buyer basket on the contents of the basket, you can modify, delete, or choose another product. The subsequent known. Payment page, enter your customer data necessary for the purchase. If you need to improve the data, you can do so indefinitely the Buyer, the so-called. Basket expires, or until you click the "Checkout" button. After this payment - depending on the payment method you choose - the payment service provider takes place on the surface (surface data entering the bank, the information contained herein is not recognized by the Service and is not stored).
2. During pre-registration enables password to the Buyer must provide the information and not in every single purchase only once. The use of such data for the customer - by opting out - any time prohibit.
3. The service allows the customer agrees that the Service Provider may transmit that data to data processors, as well as the specific host organization for the purpose of the event organizer of the event did not take place, time changes and important circumstances affecting the viewer to any aspects of direct and immediate way information give or take care of your shares redeemed or exchanged by right.
4. The personal information in connection with the Service Provider shall act in the handling, storing the most careful way. However, the Supplier shall not be liable for any damage caused by attacks carried out despite all reasonable best effort.

ARC. The online ticket buying process

1. Detailed rules for the conduct of the ticket purchase Provider Customer

Prospectus contains.

1. in accordance with the provisions of the legislation of the web stores are required to acknowledge receipt of customer orders within 48 hours. In the event that the customer buys tickets through the Admission Service system, the tickets after payment has been made almost immediately successful, it takes place in real time, and the customer receives the ordered tickets immediately received electronically. So instead of within 48 hours of order confirmation to the customer account confirmation e-mail (or other electronic message format) containing the tickets you receive.
2. If the customer does not receive the tickets purchased within minutes after purchase, contact presumably the reason for this failure. It is important that in this case the customer not to repeat the transaction, but immediately contact the Customer Service Provider (budapest@welovecruising.hu, +36 70 9039367) to remedy the problem. However, please note that if a customer has not received confirmation of the order within 48 hours, it is exempted from the tender, that is no longer bound by the order and is not obliged to take over paid.

## V. Price, payment and delivery terms

1. Detailed rules for the offsetting of the purchase price, payment modes, taking over the shares included in the Prospectus Customer Service.
2. any mistakes incurred in a bank is not responsible for the Service.
3. The purchase confirmation automatic confirmation e-mail sent by the Service as specified by the customer email address. for any damage resulting from the incorrect e-mail address of the Customer is liable.
4. Tickets determining the price of the responsibility of the respective event organizer. THE

Service Provider reserves the right to change at any time based on the purchase price of the Tickets to the event organizer's instructions, and the extent of the additional costs. the right to change our prices can not be applied to purchases already begun.

1. The cart Ticket Purchaser does not require the purchase. If the customer did not want to buy the selected tickets, then you can always remove the basket, or even delete the entire contents of the basket well, and after 20 minutes the basket time runs out (in some cases the basket time may be from a longer or shorter than that of a page correctly and constantly shown).
2. Under the resolution service is possible only if unpaid tickets or free choice of products. Salaries and electronic ticket delivery virtually real-defined customer e-mail box on time, immediately. The e-ticket is not possible to disembark, he delivered electronically to the Service. Execution of the service is automatic.
3. The purchase of electronic supporting documents kept by the Service Provider's registered office or server park for the storage of servers (Digital Ocean).
4. The purchase of the so-called Service. send e-bill (e-bill) to the Buyer. The electronic invoice is an invoice containing the invoice data in the form of electronic signals. The electronic invoice can only be issued electronically transmitted and stored, you can not use a paper pattern of the original certified document. Provider of e-invoices on the basis of data provided by the customer, automatically email account provider (billingo.hu, powered by Octonull Ltd., VAT number:. 25073364-2-42, company registration number: 01-09-1981177, registered office: 1085 Budapest József utca 74. I. em. 6). issued by the interposition. The Customer expressly declares the opening of the shopping process to accept e-invoices and transfer data for the e-bill service.

## VI. ticket types; special rules on home-printed tickets (e-tickets) and mobile tickets

1. Ticket types:
  - Electronic coupon. After purchase, the Service will send a confirmation e-mail specified by the customer e-mail address. The email contains details of a voucher and ID for a Tickets purchased. The voucher must print the Buyer and the performing area office of the tickets purchased will receive a printed e-mail showing the day of the performance.

- E-ticket. After purchasing the Service by sending an e-mail specified by the customer e-mail address that includes the e-ticket as an attached document. The E-ticket is a full-featured e-Ticket. The series of numbers and QR code on the e-ticket contains all the necessary information for electronic access. The QR code is verified electronically entering the venue of the event.

Salaries and Electronic Voucher or E-ticket is delivered virtually in real-defined customer e-mail box on time, immediately. The Electronic Voucher or E-ticket is not possible to disembark, he delivered electronically to the Service. Execution of the service is automatic.

1. the customer himself can download the self-print tickets after a successful purchase via the customer's own page in PDF format and print your own. The E-tickets tickets can be neither personally take charge of the ticket offices or by mail. The printed e-ticket can be used in cases where the code next to the bar code and the bar code readable.
2. The self-print tickets Sole responsibility lies with the purchaser loss, theft, defective printouts, duplicating, consequences and damages resulting from multiple kinyomtatásából. The E-ticket ticket printed at the customer is required to bring with you to the event. Buyer acknowledges and expressly agrees that the bar code via E-ticket in the Event Organizer checks electronically the scene of the event and void immediately.

Access control based on the first validation. Thus, the first ticket is valid, that the Event Organizer access control system accepted in the barcode admission. Any further login attempts will be invalid and therefore without effect, felmutatójától refused entry regardless of whether the person presenting valid ticket is the same as the original E-ticket ticket buyer. Due to the exclusion of such reasons can not be required to compensation services.

1. the entry of certain events may be possible in accordance with the decision of the Event Organizer customers with the correct "smart phone" phones for the player. In this case, for applications downloaded to your phone (so-called. Electronic wallet) delivered by the Customer Service of the ticket.
2. If page for that event explicitly indicates the purchaser's request, the Service Provider agree on some events that the ticket security, so-called. Prints "traditional" paper ticket, and I kiszállítatja courier service, the customer's expense. In this case, this delivery option, the courier fee and the deadline for delivery of the Basket page in all cases shall accurately (on a gross basis for a fee). In the case of products sold by the Service Delivery fee does not depend on the amount limit, or weight.

## VII. Cancellation and termination rights

1. The shopping before pressing the "Pay" button, at any time, without any consequences interrupted. Buyer of 45/2014. (II.26.) Government Decree § 29. (1) I) of the withdrawal right and the right of termination can not be exercised if the Event Ticket is on a particular date (a day, a day limit). In this case, the Service Provider is unable to either redeem the ticket, no refund of the purchase value (except in cases of lack of performance).

2. In the event that a customer bought a ticket, which is not specific about a date (eg. At any time be used for museum tickets etc) or if outside the ticket any other product (eg. Book publishing, merchandising products etc) bought, which 45/2014 concern. rules on consumer rights of withdrawal and termination regulated government decree, these rights can be claimed as follows (II.26.):
3. The withdrawal and termination law detailed above cases can be exercised within 14 days of purchase, use and withdrawal of termination declaration form attached to the present GTC as Annex 2, or through other clear statement to this effect.
4. In addition to filling out sample attached as Annex 2 to the Terms and Conditions of e-ticket voucher or, if that date is not relevant (eg. museum tickets can be used at any time, etc) must indicate the code number of the e-ticket / voucher in the Buyer. It should be stated as well as to the purchaser of the ticket is not used. The ticket is not required to send, because it invalidates the Service electronically
5. If the customer did not buy a ticket, but any goods or received by courier on the ticket printout did not give a date format, so we need to send to the Service's headquarters at the latest within fourteen days from the date of withdrawal notification (1139 Budapest, Váci út 99. 6th Floor ). The purchaser pays the cost of returning the goods. Buyer is responsible for the diminished value due to the use of more than required use the product the nature, characteristics and functioning to determine.
6. If the customer cancels the contract legally, the Service promptly and in any event within fourteen days of becoming aware of the cancellation will refund the total amount paid by the consumer as compensation. The returning amount equal to the Service refund the payment method used by the Customer way. In case of a contract for the sale of products, services as long withhold the amount due to the Buyer until the consumer has not produced the product back, or not confirmed without a doubt that you returned.
7. The right of withdrawal and termination find more detailed information is attached as Annex 3 to the present Terms and Conditions.

#### **VIII. A warranty, product warranty,**

1. Information on the kellékszavatosságról termékszavatosságról and Annex 4 of these Terms and Conditions.

#### **IX. The Service Provider of limitations**

1. You acknowledge that due to the characteristics of the Internet Service Provider continuous operation of the system of prior knowledge and may be interrupted despite the intention. The Service does not guarantee error-free and smooth operation of the service and associated website accordingly, or that access to the Service will be uninterrupted or error-free.

2. The Service Provider is entitled to maintenance of the Service or related Website, or for other safety considerations, the Service partially or entirely discontinue without notice or notification.
3. The Service will do its best to deliver information received from the event organizers of the interested ones. However, the Service Provider is not responsible for the website content related to each made events, which in itself is an Event Planner recorded in the system, or information obtained from the Rendezvényszervezőtől has fixed employee of the Service.
4. The Service Provider shall only be liable for damages caused by the willful or grossly negligent fault on his errors. The extent of the liability can not exceed the value of the purchase transaction.
5. You acknowledge that the Service is not responsible for any damage or abuse that results from a payment by credit card or consequence.
6. The Service Provider excludes liability for any loss or damage caused by the purchaser, the event organizer, or a third party contract or unlawful act or omission.

#### X. Rules concerning the Event

1. The event advertised in the proper conduct of the Event Organizer obligation. Name and other identification data of the Event Organizer in front of the entrance fee. You acknowledge that the Service does not take any responsibility for events to keep visitors in the entrance ticket purchased and the artists, athletes etc on acting his performance and the quality of participation, managing, maintaining connection with the event. In connection with participation in this event and relationship service obligation is created between the person presenting the ticket and event organizer. This relationship is determined by regulations in the event, and the Event Organizer's official website. The Service should not be a party to any dispute between the event organizer and the purchaser (or owner of the ticket at all times), which will be launched due to insufficient or lack of quality of the program of events. Policies institution for the conditions of participation, the event or the event venue and events may vary significantly as per show. These rules of the Event Organizer is entitled to lay down, so the customer can inquire about these rules from the Rendezvényszervezőtől.
2. The Ticket freely transferable - except if the event organizer provided otherwise (in this case, the event's profile contains rules in this regard). The Buyer declares that the tickets can only pass it to another person if the new ticket holders accepted the Terms and Conditions of Service st.
3. If the price of admission else is indicated, the entrance fee entitles its felmutatóját, one person stated on the ticket to enter the Event once. Lost, damaged, there is no possibility to replace destroyed Ticket.
4. It is indicative of the actual start date of the start date indicated Admission Ticket may vary.

5. Depending on the type of Admission may include analog and digital security solutions that protect the tickets against forgery. If the Service Provider, the event organizer or event contributing venue security service detects that the price of admission to the safety signs are damaged, believed to discover signs of incomplete, on intentional damage or be reproduced, is considered copied it, the Ticket felmutatójától refuse entry to the Event and urge them to leave the territory of the event. Customer can not oppose the Service for any claim for damages due to such ban was justified.
6. Certain Tickets entitle them to only certain users to access the circle (children's ticket, senior ticket, professional tickets etc) The eligibility existence of the Service Provider does not examine the purchase. The event organizer is entitled to through the security service to check whether the wiew Admission is authorized to use a special ticket. The entry may be refused as long as the right of use does not justify the price of admission wiew. When it disallows these reasons, the ticket purchaser, and the entrance fee is not entitled to compensation wiew. 7. In some cases Tickets entitle them to visit only certain areas within the event.
7. Everyone at the event can only be visited at your own risk. While the Event Organizer will do its best to secure the event execution, the Service Provider shall not be liable for any visitors to behave irresponsibly because. During intoxication, drugs or other mind-altering drug effect either in addition to the presentation of events is still valid entrance ticket for visitors.
8. The event picture and sound recording can be made on which visitors may be recorded in the event; Event visitors may therefore did not support nor any claim to the Service.
9. The conditions of participation, institutional policy of the event and the venue for the event, the Security Service and other law enforcement agencies have violated the instructions to remove the Visitor to the Event Organizer safe conduct of event, and to ensure the smooth Visitors staying in the Event of fun. In case of exclusion of these reasons can not be required by the Service Provider to compensation.
10. The majority of Events Event Organizer reserves the right to performing artists, actors, artist, etc. person of the cast or the Rendez badges on appropriate changes.
11. For outdoor events held in the Event Organizer you have the opportunity to announce a reserve event day (per day). If the rain day date was announced, the Event Organizer at any time decide to hold the event in the rain day. The Service of this decision immediately inform customers through on [www.welovecruisingbudapest.com](http://www.welovecruisingbudapest.com) as the Rendezvényszervezőtől receive this information. The Customer acknowledges that not have the right to withdraw from the event due to retention of rain days. According to the general habits established the business to be even with interruptions due to the weather, early termination or delayed start regarded the demonstration took place at right, where more than half of the event was held in order, initiating event or events scheduled with respect to the length of slip less than 50%, and less time will cease than 25%. The event organizer is entitled to impose rules on a different day of the rain or in part for events held.

12. The Service shall take all reasonable care to ensure that in the event of a failure to inform the Buyer Event tickets and promote redemption. However, the Buyer acknowledges that in the absence of the event ticket redemption process, venue, time limits determined by the Event Organizer and the realization of the Event Organizer is responsible. The Service Provider shall promptly publish [welovecruisingbudapest.hu](http://welovecruisingbudapest.hu) data on the website of the ticket redemption as soon as they received the formal Rendezvényszervezőtől. The Service, on behalf Tickets redeemed from the absence of the Rendezvényszervezőtől Tickets redemption, refund the purchase price Tickets can not be required. The redemption within specified by the event organizer, but after the announcement of the tender up to thirty (30) day limitation period, it is possible in addition to the original ticket and proof of purchase presentation. addition to the price of the entrance ticket - which is required to redeem the full value of the performing redemption - neither the Event Organizer nor performing redemption is not obliged to compensate for any perceived or actual damages, costs. In addition to the event unrealized other cases, there is no way to redeem Tickets. Failing the event the price of other services used during recovery of the legality of the purchase of the Ticket should be judged according to the individual services they have gone to the performance by the service provider. The administration fee may be charged for use of the ticketing system of the fee, not included in the ticket price. Failing the presentation of the handling fee will be refunded.
13. If war, riots, acts of terrorism, strikes, accidents, fire, blockade, flood, natural disaster, serious energy supply disruptions or other unforeseeable and unavoidable obstacles result that is outside of the customer or the Service Provider's control, one of them is not capable of the contract meet its obligations, so that a person shall not be liable for any loss or damage which came as a result of these events.

#### XI. trademarks and copyrights on this website

1. Trademarks displayed on the website are the sole property of the Service Provider or other rights owners. In no signs of the Service or the rights holders and the express prior written consent of third parties can not be used in any way, do not spread and can not publish.
2. information and other documents available on this site are protected by copyright, the rights attached thereto are entitled to the Supplier and rightsholders. information and other materials available on the website without the Service or the rights holders express prior written consent of third parties, unlike the purpose of the website may not use, copy, distribute, or publish.
3. Service acquires the right to use unlimited and exclusive remarks provided by the customer regarding the use of the Website (eg. chat, blog), on comments, suggestions and ideas, but it does not mean that any entries, comments, etc. It reflects the views of the Service. We are allowed without restrictions in the utilization of user comments, use, transmit, publish, delete or publish without the Buyer therefore it should provide compensation in any way.

#### XII. The way complaints handling

1. The Service's headquarters, place of complaint management, customer service of mailing address, e-mail address, web address, and phone number in section I of the GTC.

2. A customer complaint regarding the Service directly related to the distribution of the goods, or the sale of conduct, act or omission may communicate orally or in writing to the Supplier. The Service will examine a verbal complaint immediately and if possible remedy immediately. If the customer does not agree with the handling of the complaint or an immediate investigation of the complaint is not possible, the Service is required to add a record of the complaint and its position in connection with immediately and in a copy personally presented the case of verbal complaint locally to deliver the Buyer, telephone or other in case of verbal complaint communicated using electronic communications services to the Purchaser at the same time send a substantive reply at the latest.
3. The written reply to a complaint after the receipt of the Service in writing, within thirty days of the merits and send the Buyer, mainly provided by the customer e-mail address. The position of rejecting the complaint, the Service is required to justify. In case of rejection of the complaint, the Service Provider shall inform the Customer in writing that the complaint - that the procedure may be initiated by the authority or the arbitration board - according to its nature. You must enter mailing address of the competent authority or arbitration board under the Service's headquarters.
4. It is not engaged in public service activities, such is not subject to special legal rules for carrying out such activities providers (the operation of specialized customer service, extended opening hours, pre-dates the reservation, continuous availability, a five-minute check-in time, buyer protection officer, etc.).

### XIII. final provisions

1. The Service to ensure that their customers can get to know the rules on vásárlásukkal and Admission Banknotes who do not have the opportunity of Service Terms and Conditions st to glance detail on-line, the Service requested the in contractual relationship with Ticket to the GCC report or at least a summary in Annex 1 to the Terms and Conditions can be seen at the office, keep tickets made available to all the customers who buy the services system.
2. It is allowed to subcontractors make use of data processors. The alvállalkozóként be liable as if he had offered himself to the service.
3. The GTC was Hungarian, Hungarian law in the interpretation of the rules in question.
4. The issues not regulated by the Civil Code GTC. Relevant provisions apply accordingly.

#### 1. Annex

#### **Events in Europe Kft. Information from the ticket office ticket buyers**

**Attention! The organizers of the events set different rules. Please contact the rendezvényszervezőnél!**

1. The European Conference Ltd. (hereinafter: Service). Computerized system of various theatrical, musical, sporting and other events (hereinafter referred to as events): provides purchase for Shoppers tickets and passes on (Ticket hereinafter).

2. The purchase of services beyond the Ticket, or the actual conduct of the event in respect of the event organizer of the Customer (hereinafter referred to as an Event Planner) will establish a legal relationship. The Service is not involved in the organization and implementation of events, activities and responsibility is limited to the sale of Tickets. provided by the Service and Event Management Services - and the responsibility for them - so separated. THE

Events advertised in accordance with the requirement to conduct an Event Planner. THE

Provider does not accept any liability for artists, athletes, other performers appearance and performance quality, execution, completion or failure occurring visited the Admission Ticket purchased in connection Event.

1. Name and postal address of the Event Organizer can be found on the event, and event description. Name and other identification data of the Event Organizer is in front of the entrance fee.
2. If the price of admission else is indicated, the entrance fee entitles its felmutatóját, once one person to enter the Event Admission Ticket indicated times. Lost, damaged, there is no possibility to replace destroyed Ticket.
3. Certain Tickets entitle them to only certain users to access the circle (children's ticket, senior ticket, professional tickets etc) The eligibility existence of the Service does not investigate. The event organizer is entitled to through the security service to check whether the wiew Admission is authorized to use a special ticket. The entry may be refused as long as the right of use does not justify the price of admission wiew.
4. Certain Tickets entitle them to visit only certain areas within the event.
5. Depending on the type of Admission may include analog and digital security solutions that protect the tickets against forgery. If the Service Provider, the event organizer or event contributing venue security service detects that the price of admission to the safety signs are damaged, believed to discover signs of incomplete, on intentional damage or be reproduced, is considered copied it, the Ticket felmutatójától refuse entry to the Event and urge them to leave the territory of the event. Customer can not oppose the Service for any claim for damages due to such ban was justified.
6. The self-print tickets Sole responsibility lies with the Buyer loss, theft, defective printouts, duplicating, consequences and damages resulting from multiple kinyomtatásából. The E-ticket ticket printed at the customer is required to bring with you to the event. Buyer acknowledges and expressly agrees that the bar code via E-ticket in the Event Organizer checks electronically the scene of the event and void immediately. Admission is based on the first validation. Thus, the first ticket is valid, that the Event Organizer access control system adopted by the particulars specified. The following tickets for the same data is automatically cancel the first. Any further login attempts will be invalid and therefore without effect,
7. Everyone at the event can only be visited at your own risk. While the Event Organizer will do its best to secure the event execution, the Service Provider shall not be liable for any visitors

to behave irresponsibly because. During intoxication, drugs or other mind-altering drug effect either in addition to the presentation of events is still valid entrance ticket for visitors.

8. The event picture and sound recording can be made on which visitors may be recorded in the event; Event visitors may therefore did not support any claim to the Service.
9. The conditions of participation, institutional policy of the event and the venue for the event, the Security Service and other law enforcement agencies have violated the instructions to remove the Visitor to the Event Organizer safe conduct of event, and to ensure the smooth Visitors staying in the Event of fun. In case of exclusion of these reasons can not be required of the Service or the Event Organizer compensation.
10. The Event Organizer reserves the right to generally occur artist, actor, artist, etc. person of the cast or the Rendez badges on appropriate changes.
11. Event held outdoors for the Event Organizer has the opportunity to announce a reserve event day (per day). If the rain day date was announced, the Event Organizer at any time decide to hold the event in the rain day. The Service of this decision immediately inform customers through on [www.welovecruisingbudapest.hu](http://www.welovecruisingbudapest.hu) as the Rendezvényszervezőtől receive this information. The Customer acknowledges that not have the right to withdraw from the event due to retention of rain days.
12. The Service shall take all reasonable care to ensure that in the event of a failure to inform the Buyer Event tickets and promote redemption. However, the Buyer acknowledges that in the absence of the event ticket redemption process, venue, time limits determined by the Event Organizer and the realization of the Event Organizer is responsible. The Service Provider shall be promptly published on the website of ticket [www.welovecruisingbudapest.hu](http://www.welovecruisingbudapest.hu)

Data for redemption as soon as they received the formal Rendezvényszervezőtől. The Service, on behalf Tickets redeemed from the absence of the Rendezvényszervezőtől Tickets redemption, refund the purchase price Tickets can not be required. The redemption within specified by the event organizer, but after the announcement of the tender up to thirty (30) day limitation period, it is possible in addition to the original ticket and proof of purchase presentation. addition to the price of the entrance ticket - which is required to redeem the full value of the performing redemption - neither the Event Organizer nor performing redemption is not obliged to compensate for any perceived or actual damages, costs.

In addition to the event unrealized other cases, there is no way to redeem Tickets.

We wish you a fun event in Europe Kft.!

Data management policy

I. The manager (Service)

**The Service name:**

Europe Ltd. Event.

**Its registered office and postal address :** 1137 Budapest, Radnóti Miklós utca 40th

**Registration Authority :** Metropolitan Court acting as Court

**Company registration number** : Cg. 01-09-904220 + 36-70-9039367  
www.welovecruisingbudapest.hu budapest@welovecruising.hu

**Tax number** : 11944540241

**E-mail address** : budapest@welovecruising.hu

**Address of website** : www.welovecruisingbudapest.hu

**Phone support** : + 36-70-9039367

**Customer e-mail address** :  
budapest@welovecruising.hu

**location and contact anaszkezelés** : 1137 Budapest, Radnóti Miklós utca 40. Workdays 09:00 - 17.30  
+ 36-70-9039367 budapest@welovecruising.hu

**Hosting Provider name** : DigitalOcean

**Hosting Provider Address** : New York, NY 10013, 101 Avenue of the Americas 10th Floor

## II. Privacy Policy adopted by the Company

1. The Service as a controller undertakes that all data management activities related to the compliance requirements set out in this policy and applicable law.
2. Information on the Service data is constantly available treatments www.welovecruisingbudapest.hu the initial page of the website footer.
3. The Service Provider is entitled to unilaterally amend the privacy policy. In case of modification of the Privacy Policy, the Service Provider shall inform the User by publishing the changes on www.welovecruisingbudapest.hu side, before the entry into force of the change at least eight (8) days. The user using the services after the entry into force of the amendment adopts the revised Privacy Policy.
4. The Service is committed to protecting user's personal data, attaches high priority to its customers the respect of the right to informational self-determination. The Service manages the personal data confidential and take all safety, technical and organizational measures to guarantee the security of the data.
5. The Service data management principles are in accordance with the laws on data protection in force, in particular the following:
  - Act CXII. the law of self-determination and freedom of information law (the Data Protection Act, the Data Protection Act.);
  - CVIII year. Law - certain aspects of electronic commerce services and of information society services; (Eker TV.).
  - Act XLVIII. Law - Basic Requirements and Certain Restrictions of Commercial Advertising Activities (GRT.).

1. personal information is vitally necessary for using the services linked to the services used by the stakeholders on the basis of consent and only goal.
2. The Company undertakes to ensure that any inclusion of personal data of the user, record, publish a clear and unambiguous statement of attention prior to treatment, informing them how, purpose and principles of data collection. In addition, in all cases when the data collection, management and recording are not required by law, the Company draws the user's attention to the data voluntarily. In case of mandatory disclosure shall state law ordering data management. The data subject must be informed of the data management purpose and that the personal data who will handle and process.
3. In all cases, if the personal information provided, the Company intends to use for purposes other than the original purpose of data collection, inform the user and to acquire the prior express consent or provide an opportunity to prohibit their use.
4. The Service in collecting, recording and managing the data adheres to the restrictions set by law in each case, the person concerned shall inform the activities in accordance with its needs, by e-mail. The Company undertakes no sanctions to enforce against a user who deny the optional data service.

### III. The legal basis of data management

1. Personal data may be processed if the data subject consents, or law, or - local government decree ordering purposes of public interest - based on an act, as defined in the circle. The legal basis of data management CXII of 2011 on Informational Self-Determination and Freedom of Information Law. CVIII 2001 on certain aspects of voluntary consent, and electronic commerce services and of information society services on the basis of § 5 of the Act (Data Protection Act). (1) a) of the Treaty. Law 13 / A. § of the provisions.
2. Incompetent and diminished capacity minor act of consent of the legal guardian is required, except for service parts, where the Declaration target mass registration occurring in everyday life and does not require any special consideration. consent or subsequent approval of the legal representative is not required disclaimer age of 16 with the role of a minor consent to be valid.
3. If the inclusion of personal data subject's consent took place, otherwise the controller of the data obtained in the absence of law
4. to ensure compliance with the relevant legal obligations, or
5. to enforce the controller or the third party's legitimate interest if the application of that interest is a restriction of the right to personal data protection ratio without specific consent, and manage it after the consent of the person concerned to be revoked.

ARC. The purpose of processing and the range of the data processed, the duration of the processing, are entitled to view the data

1. In order to use personal data only for specified purposes, exercise rights and fulfill obligations. The data processing must comply with the objective of data management at all

stages of the recruitment and management of the data must be fair and lawful. No personal data use, which is the realization of the objective of data management is essential for achieving the goal. The personal data only to the extent and duration necessary to achieve that purpose use. The Service data management services based on voluntary contributions, but in some cases, handling, storage, transmission range of a given data laws make it mandatory. The Service does not use personal data for any purpose other than specified.

2. Online webshop service (ticket, voucher, purchase of books, sound recordings, parking tickets, etc.).

The data processing will be based on a voluntary statement, appropriate information to the user, which is required webshop service on the website is demanding. In a statement, enter the user's use of the service. The statement contains the user's express consent to the use of the personal data provided are used site. The legal basis of data management CXII of 2011 on Informational Self-Determination and Freedom of Information Law. Act § 5 (1) para. According to a) voluntary consent and § 169 of Act C of 2000 on Accounting (2).

Data management is to ensure the webshop service in this website is granted, the order of service, the purchase and payment documentation, fulfillment of accounting obligations. The data management and the user, such as purchasing tickets identification and execution of the ordered services, sending notifications in connection with the bill, the possibility of arranging payment of the Register of Members, aims to distinguish from each other. Managed data: If first and last name, phone number, e-mail address you entered during the pre-registration password, home delivery requests to the specified delivery address indicated on the invoice to the billing address, the number of transactions, date, time, content, customers VAT certificate In case the account name, address and tax number, requested by other event organizers during the data acquisition. Duration of data management: 8 years.

1. Sign up

During pre-registration enables password that the user must enter in your information and not every purchase once only. The Service manages the data given, as long as such use of the data for the user - by opting out - it is not prohibited. bought granted on the basis of the user's choice of data, e-mail address, phone number, name, place of residence / residence, date and place of birth, a user by the orders of product categories and products, date of purchase, payment method used by the User, the User purchases The amount of items.

1. Online ticket purchase, renew

The data processing will be based on a voluntary statement, appropriate information to the user, which - in case of lease-purchase - required for purchase, as well as additional related information from the ticket sales for rental for delivering services on the website is available. In a statement, enter the user's use of the service. The statement contains the user's express consent to the use of the personal data provided are used site. The legal basis of data management CXII of 2011 on Informational Self-Determination and Freedom of Information Law. Act § 5 (1) para. According to a) voluntary consent and § 169 of Act C of 2000 on Accounting (2).

Data management is to provide lease renewal on the website ornamentation and service delivery, and payment of the purchase documentation, to meet the accounting obligations. The data management and the user, such as ticket buyers identify and fulfill the ordered service notifications in connection with the sending of the bill, the possibility of payment processing of the Users register distinguish them from each other, to communicate the lease year renewal option on (e-mail, purpose or by mail), a reminder for the coming season ticket lecture (e-mail, or mail the form) and the free lease monthly two-time information about the performing space program is on, events (email form), - a user's choice to assist. Managed data: if requested by first and last name, phone number, e-mail address you entered during the pre-registration password, home delivery specified in the specified delivery address, billing the billing address, the number of transactions, date and time, the contents of documents, customers, number, VAT invoice In case of name, address and tax identification number. Duration of data management: 8 years.

#### 1. electronic Newsletter

If a user signs up for your newsletter, you can send the data controller frequently (not more than two times weekly) newsletter of its own decision for her, except in cases when the user asks for the newsletter sending more dense. tries of residence, and is likely based on past purchases and other information given by interests tailor the event to offer readers of the newsletter Controller as possible. By subscribing to the newsletter, you consent to the data controller handles the personal information required.

The objective of data management: Send an e-mail newsletters containing advertisements also for those interested. The legal basis of data management: voluntary consent and XLVIII of 2008 on Essential Conditions of and Certain Limitations to Business Advertising Activity. Act § 6 (5). The scope of managed data: name, email address, place of residence, the data listed in the registration, previous purchases data specified by the user data on the user's interests.

The duration of data management: the withdrawal of consent. The newsletter may resign by clicking Unsubscribe link at the bottom of the newsletter. will be made within 10 working days of deletion of personal data, the receipt of a request to do so.

#### 1. Cookie and positioning

The Controller of small data packets (called. "Cookie") on the user's computer to a customized service. A cookie is a page designed to ensure the highest possible level of functioning in order to increase the user experience. enter the user's consent to visit the website and use some of its functions to those cookies from being stored on the user's computer and access to the Data Manager. The user can configure the browser program and related activities may prevent the cookies. However, please note that in the latter case, it is possible without the use of cookies that the user will not be able to use all the features of the website. For more information on the page [www.welovecruisingbudapest.hu](http://www.welovecruisingbudapest.hu) Cookies PCBs

Click in the warning that appears cookie bar "more information" button ([welovecruisingbudapest.hu](http://welovecruisingbudapest.hu) Cookie management regulations).

If you take a user's mobile device (eg. The so-called. Smartphone) using the service, you download the application, the program will ask for permission to place of residence, such as the use of data. If

the permission of the user application can offer a personalized searches, which takes into account the fact that the user at the moment where you are. The place of residence, such data will be recorded in the Data Manager system, some features available only in the given transaction (a more precise search, "Nearby" function etc) allows recourse.

#### 1. Statistics

The data in the Data Manager can be used for statistical purposes. Use of the data for statistical aggregate form, the user name concerned and other data for identification does not contain any form.

#### 1. Data to be recorded during the operation of the system is technically

Data to be recorded during the operation of the system is technically a user's computer to log on to the data, which are generated when using the service, and the data management system that can be automatically recorded as a result of the technical processes. The data will be automatically recorded without the user's specific statement or act, the system automatically logs the entry or exit. In other data user's personal data - except in cases mandated by law - can not be linked together. The data only has access to the data controller. The data to be automatically recorded is to ensure the provision of services accessible through the website of the Data Manager, Display, compilation of statistics, personalized content and ads Technical development of IT systems, protection of users' rights, the general analysis of user behavior. Data made available by the User while using the Service may use the Data Manager to form user groups, and displays the user groups targeted for the Data Management websites content and / or ads.

automatic data to be recorded during the operation of the technical system is to ensure the operation of the system are stored in the calculated generálódásuktól reasonable period of time in the system. The Company will ensure that these data are automatically recorded in other user's personal data - except in cases mandated by law - can not be linked together. If you terminated the management of the contribution of a given user's personal data, or unsubscribed from the service, it followed the technical data on his person will not be identified.

#### 1. recording of telephone conversations

The objective of data management: ticket sales, program recommendations, quality improvement, documentation and efficient settlement of the users' needs and problems. The legal basis of data management: the subject's consent. The scope of managed data between client and colleague telephone call to the Service Provider, the date and time of the call. Duration of data management 5 years.

#### 1. The Service websites

The portal contains html code is independent of the European Conference Office Ltd since, from an external server and server to external links. This service links for direct connection to their server for his ability to collect user data.

External services assisted by an independent measurement of website traffic and web analytical data (Google Analytics). The management of the measurement data of the controller can provide detailed information, contact: <http://www.google.com/analytics>.

#### 1. Other data handling

Data treatments not listed in this leaflet we provide information when recording the data. We inform visitors that according to the court, the prosecutor, the investigating authority, misdemeanor authority, the administrative authority, the authority of the Data Protection legislation or other organs can search for information in the Data Manager administration, disclosure, transfer or provision of information documents. The Service for the authorities - all your personal data and issue to the extent that is absolutely necessary to achieve the aim of the request - if the authority has indicated the exact purpose and scope of the data.

1. The Data Manager has no control over the personal data given to him. ANY PURPOSE The information provided is granted exclusively to the person responsible. When entering any of the user's e-mail address is also liable to the specified e-mail address only he takes service. This responsibility with regard to a related entry in the e-mail address Any Sole responsibility lies with the user who registered email address. If the user does not enter their personal information, it is obliged to obtain the consent of the affected.
2. get to know the personal data of employees are entitled to an employment relationship or a contractual relationship with the Service Provider, contributing to the delivery of goods courier service staff (if the customer requested delivery) and the Data Processors.

V data transmission, the name of the Data Processors

1. The Service provides personal data transferred to third parties only if the user's prior and informed consent. This does not apply pursuant to any law on compulsory transfers or transfers to data processors indicated in this document.
2. The service allows the User agrees that the Service Provider may transmit that information to the following partners:
  - The specific host organization for the purpose of the event organizers give a direct and immediate way information about the event did not take place, time changes and important circumstances involving the viewer in any respect, or - in case of failure of the performance - right from your redeemed or exchanged by the units directly.
  - The billing service provider for technical conditions, such as data processors, are as follows: billingo.hu, powered by Octonull.hu Ltd. (VAT number: 25073364-2-42, company registration number: 01-09-1981177, registered office: 1085 Budapest, József utca 74 . I. em. 6)
  - Based on the data controller itself or contract associated with the Data Manager by sending an e-mail tasks on the Users Wanadis Ltd.. (1118, Rétköz u. 7) as performed by Data Processing.

- For participating financial institutions to pay complicating the Service Provider shall provide the information in the purchase process, which is required by the relevant financial institution payment processing. The scope of the data for each different financial institutions. given the financial institution's own data input pages of personal information is not recognized by the Service Provider.
  - If a user buys a device offering special discounts (eg. SuperShop card) by the Controller transmits customer data required by the company's insurance company at a discount. The rules for data handling for the user may request information directly from the company that provided them. The Controller manages the automated tools such identifiers and other information so far only provided the service this company - requires - to complete your purchase and provide discounts.
1. The Service Provider as Data Manager is entitled and obliged all personal data is still available and properly stored it to the relevant authorities, which commits him to the final official act or obligation of data transmitted. Because such data transmission, as well as the consequences resulting therefrom Data Manager can not be held responsible.

#### VI. Data security measures

1. The personal information in connection with the Service Provider shall act in the handling, storing the utmost care. In the field of information security services to use the most efficient, cutting-edge tools and procedures reasonably achievable.
2. The Data Manager is required for data management operations are designed and implemented to ensure protection of the privacy of those involved.
3. The data controller or activity among the data processing required to provide for the security of the data, shall also take all technical and organizational measures and establish the rules of procedure that are necessary to enforce the Data Protection Act., As well as other data and privacy protection rules enforced.
4. The data must be protected by appropriate measures, especially against unauthorized access, alteration, disclosure, erasure or destruction, as well as the accidental destruction and damage, as well as becoming inaccessible arising from changes in the technology used against.
5. It must provide appropriate technical solutions to protect electronic records treated in different data sets that the data contained in the registers - unless permitted by law - not directly be interconnected and ordered the issue.
6. During the automated processing of personal data provided by the data controller and the data processor further action
7. prevent unauthorized data input;
8. prevent the use of automated data processing systems by unauthorized persons using data communication equipment;

9. to verify and establish the personal data is transmitted or forwarded to a data transfer apparatus which bodies;
10. to verify and establish which personal data, when and by whom the automatic data processing systems;
11. recoverability of systems and deployed in the event of malfunction
12. that errors occur during processing, automated report is made.
13. It should be the prevailing technology development of the data controller and the data processor in the definition and application of measures for the security of the data view. it is one of several possible data management solution should be chosen to ensure a higher level of protection of personal data, unless this would be unreasonable hardship to the controller.
14. The Service to manage the personal data of IT equipment used in the provision of services it selects and operates the managed data:
15. accessible to authorized persons (availability);
16. credibility and validation areas (management data authenticity);
17. No changes can be justified (data integrity);
18. (Confidentiality of data) is protected against unauthorized access.
19. The Service provides technical, organizational and structural measures for the protection of the security of data management that provides a suitable candidate about privacy risk level of protection.
20. The Service Provider shall keep in data management
21. confidentiality: protecting the information that is only accessed by authorized persons;
22. integrity: protects the information and method of processing accuracy and completeness;
23. availability: ensures that when the authorized user needs it, actually gain access to the desired information and tools are made available for this.
24. The Service IT system and network protection against both computer-assisted fraud, espionage, sabotage, vandalism, fire, flood, computer viruses, cyber intrusions and attacks leading to refusal of services. The Service provides server-level and application-level protection security procedures.
25. Electronic messages transmitted on the Internet protocol (e-mail, web, ftp, etc) are vulnerable to network threats that can lead to fraudulent activities, or information disclosure or modification. Such threats defended the Service shall take all reasonable precautions. The observing systems in order to record any security deviation and enable them to provide proof of all security events. However, the Internet is commonly known - also known as a way for users - not one hundred percent secure. for any damage caused by attacks carried unavoidable despite all reasonable best effort of the Supplier shall not be liable.

VII. and enforce the rights of data subjects, in protest against the handling of personal data, legal redress and compensation

1. The change in personal data and the need for deleting any personal data may be disclosed in terms of registered e-mail address or a fully conclusive private document sent by mail, a written statement. Amendment of Certain Personal Data modification can also be done on site with your personal profile. Following the completion of claims for the cancellation or modification of personal data in the past (deleted) data can no longer be recovered.

The handling of personal data Users can ask for information. E-mail request for information sent to the Data Manager can only be considered credible if it is sent to the registered email address of the user. Subject's request to the controller information is affected by the treated and processed by a contracted processing data from their source, the data management purpose, grounds, duration, the data processing names, addresses and associated data management activities, and - transmission of the personal data of the relevant in some cases - the transmission and recipient of legal basis. The request for information by e-mail [budapest@welovecruisingbudapest.hult](mailto:budapest@welovecruisingbudapest.hult) is sent to the address. The Service Provider shall within the shortest possible time from the filing of the application, but not later than within 30 days to provide the information in a comprehensible form, request this in writing to the person concerned.

The information posted above is free, if you have not filed a request for information on requesting the same information in the current year of data circuits to the Controller. In other cases, expenses may be charged. The fee already paid shall be refunded if the data was treated unlawfully or requests for information led to correction.

The information concerned the data controller refuse only in the cases specified in the Data Protection Act. In case of refusal of information, the controller communicates with the data subject in writing that the refusal was based on the information that the provisions of this Act. In case of refusal of information by the controller to inform the data subject of legal proceedings, as well as the National Data Protection and Freedom of Information Authority (the Authority) the possibility of occurrence. The rejected requests the controller shall inform the Authority of the year following the year in a year by 31 January.

1. The affected person may apply to the data controller to correct data and personal information - with the exception of mandatory data management - deleting or blocking.
2. The controller leads to transmission records to verify the legality of the transfer of data and information in question, which contains the date of the personal data it manages the transmission of the data transfer legal basis and the recipient, to determine the scope of the personal data transmitted and other data specified in the data prescribing legislation.
3. If personal data is accurate does not meet, and personal data correspond to the facts available to the controller, the controller of personal data corrected. 5. Personal data must be deleted if
4. Treatment is unlawful;
5. involved - calls - in accordance with the Data Protection Act in;

6. the incomplete or incorrect - and this condition can not be resolved legally - provided that the cancellation law does not preclude;
7. the purpose of processing has ceased or time limit for storing the data specified in the Act has expired; e) it has been ordered by the court or of the Authority.

The above paragraph *d)* cases as specified in the cancellation requirement shall not apply to personal data which media archives should be detained according to the law on the protection of archival material.

1. Instead of deleting the controller to lock your personal data if the person concerned so requests, or if the basis of the information available, it can be assumed that the cancellation would harm the legitimate interests of the data subject. The personal data is locked only to use as long as long as there is the objective of data management, which excluded the personal data deleted.
2. The controller identifies the personal information it manages, if the dispute concerned the correctness or accuracy of the personal data but controversial incorrectness or inaccuracy can not be ascertained without doubt.
3. The correction of the blocking, deletion of the signs and the need for stakeholders, as well as notify all those whose data were previously transferred for processing. The notice may be omitted if this view of the purpose of the data processing legitimate interest of the data subject does not infringe.
4. If the data controller does not comply with the request for rectification, blocking or deleting concerned, tell the factual and legal reasons for rejecting the application for rectification, blocking or deleting an application in writing within 30 days of receipt of the request. In case of rejection of the rectification, erasure or blocking the application of the controller to inform the data subject of legal proceedings, in addition to the Authority the possibility of occurrence.
5. The stakeholders need to be communicated prior to the start of data management that is based on or mandatory contribution of data management.
6. The interested party is clearly and in detail informed prior to the commencement of processing of all relevant facts related to the management of data, in particular the purpose and legal basis of data management is entitled to data management and data processing identity of the data duration of treatment, the fact that personal information is relevant to the controller of the Data Protection Act. It will be managed by § 6 (5), or about who can learn the information. The information should include the rights and remedies relating to data management involved. In case of compulsory data management information may be a reference to the legal provisions in the above paragraph with information is disclosed on the market.
7. The data subject may object to the treatment of personal data,

8. when handling or transfer of personal data only when necessary for compliance with a legal obligation to which the data controller and the data controller, the data importer or legitimate interests pursued by a third party, except compulsory treatment;
9. If the use and disclosure of personal data for direct marketing, public opinion polling or scientific research; as well as
10. in other cases specified by law.

The data controller shall examine the objection within 15 days of the submission as soon as possible of the request, but not more than, to take a decision on the merits of the issue, and its decision to the applicant in writing.

If the controller finds the protest concerned the merits of data management - including additional data collection and data forwarding - removes and blocks the data of the objection and the action taken on the basis of inform all those to whom he transmitted personal data the objection earlier, and who are obliged to take action to enforce the right to object.

If the controller has taken the decision of the person does not agree, or if the controller fails to prevail upon deadline, the person - within 30 days of notification of the decision or the last day of the deadline - the Data Protection Act. go to court as set out in § 22.

If the data required to validate the data recipient does not receive the right to protest because of the question, so within 15 days of receipt of the notice, in order to access the data - the Data Protection Act. as specified in § 22 - may go to court against the data controller. The controller also can call the person was on trial.

If the data controller fails to give notice, you can request the data receiving information about the circumstances of the failure of the data transmitted from the controller, the controller is obliged to provide that information within 8 days of receiving a request to do so by the data importer. if requested clarification of the data importer to go to court against the data controller within 15 days of the granting of education no later than the deadline to open. The controller also can call the person was on trial.

The data controller of the data in question can not be deleted, if the data processing ordered by law. However, the data can not be transferred to the acquiring data when the data controller agrees with the objection or protest the court found lawful.

1. The cases of violation of the rights concerned and the Data Protection Act. in the cases specified in § 21 of the data importer to go to court against the data controller. The court may hear the case without delay.

The fact that the data processing complies with the law have occupied, the data controller is obliged to prove. The Data Protection Act. case of § 21 (5) and (6) of the legality of the transmission of data to the recipient must be demonstrated.

The trial assessing the competence of the tribunal. The lawsuit - be brought before the tribunal of domicile or residence is concerned - that the election concerned.

The lawsuit may also be parties who would otherwise not enjoy the status. The trial of the Data Protection Authority to intervene in order to be successful concerned.

If the court accepts the application, the data controller to provide information, data rectification, blocking, deleting ruling made the automated processing of data destruction, the right to protest concerned to take into account, and the Data Protection Act. § 21 was obliged to issue the data requested by the data importer is defined.

If the court of the Data Protection Act. in the cases specified in § 21 of the data importer rejects the request, the data controller is obliged to delete the personal data concerned within three days of notification of the judgment. The data controller shall delete the data even if the data importer is the Data Protection Act. not go to court within the time limit specified in § 21 (5) or (6).

The court may order a judgment - the controller identification information is published - disclosure when required by the interests of the greater number of relevant data protection and the rights protected by this Act.

1. The data controller is obliged to compensate damage caused by the breach or unlawful processing of data security requirements of the data concerned. In contrast to the stakeholders, the controller is also responsible for any damage caused by the data processor. The controller is exempted from liability if it can prove that the damage was caused by forces beyond the scope of data management. You do not have to pay for the damage to the extent that it originated from a deliberate or grossly negligent conduct of the victim.

#### **VIII. Enforcement options:**

For questions or comments contact with the staff of the Service budapest@wlovecruisingbudapest.hu e-mail address. The User's enforcement possibilities of the Data Protection Act and the Civil Code. Based exercised in court. Remedies, the complaint may be made to the National Authority for Data Protection and Freedom of Information:

Name: National Authority for Data Protection and Freedom of Information

postal address: 1530 Budapest, Pf.: 5th

Address: 1125 Budapest Szilagyi Erzsébet fasor 22 / c

Telephone: +36 (1) 391-1400

Fax: +36 (1) 391-1410

E-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)

URL <http://naih.hu>

#### **annex**

#### **Definitions As used herein Privacy Leaflet**

Record the totality of data managed in a register;

Data Manager: the natural or legal person or organization without legal personality who or which alone or jointly with others, determines the purpose of the processing of the data, makes decisions on data processing (including used items) and implement or enforce a contracted data processor; controller:

1. Events Europe Ltd. (headquarters: 1137 Budapest, Radnóti Miklós utca 40).;
2. In the individual performances and events in Event organizer, the event of the user who purchased the tickets; the name and address of the event organizer [welovecruisingbudapest.hu](http://welovecruisingbudapest.hu) event on the data sheet or the admission ticket can be found.

Data management: Regardless of the method used in any operation or set of operations performed on data totality, in particular the collection, recording, organization, storage, alteration, use, availability, transmission, disclosure, alignment or combination, blocking, erasure of personal data and destruction, and to prevent further use of the data;

Data processing: technical tasks related to data processing operations, methods or means, and the site of application, provided that they carry out the task of the technical data used to perform operations independently;

Data processing means any natural or legal person or organization without legal personality, who is based with the controller's contract - including a contract under the provisions of the law is - is processing data; Data indication: Performance data for the purpose of identifying markings to distinguish; Data destruction: destruction of all physical media containing the data; Data transmission: to make specific third party to access the data; data deletion: making unrecognizable in such a way that the data restoration is no longer possible; adatzárolás: managing supply in order to limit further data identification markings on permanent or fixed-term; automated data file: a series of data to be processed automatically;

EEA state: the Member States and the parties to the Agreement on the European Economic Area, other states, as well as the state of the European Union, under the Agreement between the European Union and its Member States, and the state is not party to the Agreement on the European Economic Area, a national an international treaty of the European Economic State Party Area Agreement enjoy the same legal status of citizens;

Concerned: identified or under any other personal data specified - identifiable natural person - either directly or indirectly;

User: the natural person who registers or buys without registering Service website;

Machining: includes the following operations if they are carried out in whole or in part by automated means: storage of data, logic or arithmetic operations on the data, alteration, deletion, retrieval and dissemination of data; Third Country: any country that is not an EEA State;

Third person means any natural or legal person or organization without legal personality who or which is not the subject, the data controller or data processor;

Contribution: the will and determination of relevant voluntary declaration, based on appropriate information, and which unambiguously consent to the personal data concerning them - management - full or covering some of the operations; Disclosure: to make anyone available to personal data;

Personal data: data associated with the data subject - especially the concerned name, identification number and characteristics of one or more of physical, physiological, mental, economic, cultural or social identity of knowledge

- and it can be deducted from the data, conclusions concerning him;

Protest: the statement in question, which objects to the processing of personal data and calls for the elimination of data management and data being erased.