

## 1. Who are we?

Untold SRL (hereinafter referred to as the "Operator") is a Romanian company, established in Romania, jud. Cluj, municipiul Cluj-Napoca, str. Eremia Grigorescu, nr. 122A registered with the Trade Register under no. J12/3105/12.10.2015, unique number RO35113711. Untold acts as operator of personal data collected through www.untold.com website (the "website"). The operator is required to manage safely and only for specified purposes, the personal data that the users of the website, provide.

## 2. What kind of data is processed?

The operator processes personal data collected through the Website for the purpose of logging onto the website, for providing services to which one is entitled based on the ticket or your subscription to Untold Festival, to get information about the festival, to assess products and services and ensure access on the festival premises and if you have given us permission to show you products from Untold and / or its partners. The operator also handles aggregated data to analyze the preferences of participants of Untold Festival. This handling is just on aggregate base; The operator does not make individual profiles of participants in Untold Festival. Other purposes are commercial activities, advertising, media, administrative.

In general, the operator processes the following personal data: name, date of birth, gender, email address, phone number, password, profile photo, country and city of origin, ticket number. Operator processes your identification and contact data for purposes of ticket inspection and access at Untold Festival, to avoid fraud and for the purpose of logging onto the website. For example, if your ticket or subscription is printed by two different people, we may contact you through our partners that provide verification and access, to check and verify who is the person to whom you gave the ticket and provide unauthorized access.

The Operator processes your profile photo in the context of ensuring your access to the Untold Festival, to avoid fraud. Thus, your photo is displayed on the screen when you walk into the premises of Untold Festival, and our partner in charge of ensuring the access may verify people entering the festival area.

The Operator processes your date of birth to ensure that minors cannot buy alcohol or tobacco using the access bracelet. Also, if you are a minor, you may be asked to provide a proof of consent from your parents / guardians for your participation in Untold Festival and contact information of parents and guardians, so that the operator may contact them, should you get involved in exceptional situations.

Data regarding gender, date of birth, country and city of origin collected through the website or on the on-site check-in (if you have not checked-in online) are used for statistical purposes so that the operator could analyze the behavior of people participating in the Untold Festival. The operator does individual profiling but uses this data exclusively on aggregate basis.

The operator processes data based on legal grounds provided by the relevant legislation, i.e. (i) execution of the contract resulting from the purchase of the ticket or subscription, (ii) the legitimate interests of the Operator, for example as regarding access to Untold Festival and avoid fraud on access, consent of the persons concerned.

### 3. To whom we disclose personal data?

We store your personal data on servers located in Romania, but we may store such data on cloud platforms operated by cloud service providers in the European Union. The operator may also transmit data to counterparties in order to achieve the purposes described above, but only under a confidentiality commitment on their part by ensuring that this data is kept safe and that its provision is made according to law in force (providers of marketing services, courier services, payment services, banking, telemarketing or other services, insurers).

The operator will transmit the data needed to ensure access to the Untold Festival to our partner responsible for providing access inside the premises of Untold Festival. This partner will delete the data within 72 hours after the closing of the Festival.

The operator may send your personal data to public authorities according to the law. Also, the data can be transmitted to accountants, auditors, lawyers and other operators acting as external advisors. The operator may disclose such data whenever the law requires it, or where that is necessary to observe the rights provided by law, to take legal action against any illegal activities.

The operator may transfer personal data to both its affiliates and other entities in the EU (including UK) for statistical and other reports.

### 4. How long do we keep your personal information?

We will keep personal data for a reasonable period of time, based on the purpose for which we process this data. For example, we ensure that our partner in charge of ensuring the access inside the premises of Untold Festival will delete personal data within 72 hours after the closing of the Festival. Some data may be retained longer if it is required to investigate fraud.

### 5. Cookies

The site contains cookies (very small files that operator sends to the device of the users). These cookies are of two types:

- Functionality cookies > these types of cookies improve the user experience regarding the navigation of the site and allow them to benefit from features such as lists of items
- Performance Cookies: these types of cookies are used to measure and analyze how customers use the Website of the Operator. These cookies can continually improve the functionality of the website and the user experience.

Accessing the website implies the agreement of the users regarding placing these types of cookies on their device and access them on their next visit to the site. Information on deleting and controlling cookies is available at [www.aboutcookies.org](http://www.aboutcookies.org). Deleting or blocking the cookies may prevent access to certain areas or features of the site.

### 6. Your rights

As a person subject to data processing, you have the following rights:

- a) **Data access:** you have the right to obtain confirmation that your personal data is processed and receive information on the specific nature of this processing, such as purpose, categories of personal data processed, recipients of data / third parties who have access to your data, period for which data is stored, your specific rights. You can also request a free copy of the data we process.

- b) **Rectification:** You may request to change your personal data that is incorrect or, if necessary, complete this data, by providing additional relevant new information.
- c) **Withdrawal of consent:** if you consent to data processing for the purpose of sending commercial communications, you will be able to withdraw this consent at any time by sending an email to [ask@untold.com](mailto:ask@untold.com)
- d) **Deletion:** You can ask to delete your data when:
- It is no longer required for the purposes it has been collected and processed;
  - you withdrew your consent, and the operator has no other basis for processing it.
  - your data is processed against the law;
  - you oppose data processing and there are no legitimate reasons for which they are processed;
  - Your data must be deleted according to the law.
- e) **Opposition:** You can oppose at any time to data processing of your personal information, for personal reasons, unless this is compelling for legitimate grounds which justifies the processing and prevails over interests, rights and freedoms of the data processing subject and the data is necessary for the establishment, exercise or defense of legal justice;
- f) **The right to data portability** you are entitled to receive personal data that you provided by filling in the form in a structured procedure currently used and readable, and the right to transmit the data to another operator, where the processing is based on your consent or performance of a contract and by automatic means;
- g) **Restrict:** You can request that certain personal data be marked as restricted as they are dealt with complaints about the accuracy, timeliness of your data and the lawfulness of the processing, and when, although we no longer need your details, we must keep them in order to establish, exercise or claim a right in court, at your request.

To exercise the above rights and obtain any clarifications / additional information on the processing of your data, please contact Untold SRL at the following address: str. Eremia Grigorescu, nr. 122A, Cluj-Napoca, jud. Cluj, Romania.

- h) **Filing a complaint:** You can file a complaint concerning the processing of your personal data with the National Authority for processing and Supervision of Personal Data (Boulevard Gral. Magheru 28-30, Sector 1, postal code 010 336, Bucharest, Romania, [www.dataprotection.ro](http://www.dataprotection.ro), [anspdcp@dataprotection.ro](mailto:anspdcp@dataprotection.ro)) also you can exercise any rights you have in relation to the processing, to other competent authorities.

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