

Declaration on Personal Data Protection

§ 1. Definitions

The Philharmonic – the Henryk Mikołaj Górecki Silesian Philharmonic, ul. Sokolska 2, 40-084 Katowice, registered in the Register of Institutions of Culture under the number RIK F/4/99, Business Registration Number [REGON]: 000279338.

The Customer – a natural person who purchases or books tickets to the Philharmonic, or uses the premises of the Philharmonic, or is recorded by safety monitoring systems, or uses other services, e.g.: a free wi-fi connection, or is captured on audio-visual materials during their participation in events organised in the philharmonic, or visits the website filharmonia-slaska.eu.

§ 2. Personal data

Under Article 4(7) of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), the Controller of personal data is the Philharmonic. The Customer has the right to contact the Data Protection Inspector by writing to iod@filharmonia-slaska.eu or by post to the postal address of the Philharmonic, with the note “Data Protection Inspector”.

The Customer’s personal data are processed in compliance with:

- Article 6 Section 1 Letter a of GDPR, if the Customer has given a separate consent (e.g.: to being sent commercial information via electronic means – the Newsletter),
- Article 6 Section 1 Letter b of GDPR, if the Customer has entered into a contract with the Philharmonic for a service, e.g.: purchasing tickets online or booking entries to events in the Philharmonic. There is also a possibility of phoning or writing back, as long as the Customer has provided their telephone number or e-mail address with regard to the service provision,
- Article 6 Section 1 Letter c of GDPR, if it results from a legal obligation,
- Article 6 Section 1 Letter f of GDPR, for the purposes of legitimate interests, e.g.: storing data after concerts for a specified period of time for the purposes of the due fiscal and accounting settlement of a given event. On this basis, the Philharmonic can also phone the Customer to invite them to forthcoming events. A legitimate interest will also include recording the Customer’s image for the purposes of guaranteeing safety of people and property by means of video monitoring and data processing in IT systems while using free wi-fi network. A legitimate interest is also data processing with regard to pursuing claims or defence against claims or marketing activities, including obtaining data on website traffic through tracking codes (e.g.: Google Analytics, Facebook Pixel).

Capturing on and publication of photographs or audio-visual materials from concerts or other events organised in the public space, particularly on the website of the Philharmonic or social

profiles, is compliant with Article 81 of the Act on Copyright and Related Rights in connection with the Customer's participation in a public event. Personal data processing on the website is described in detail in the privacy policy.

Recipients of the Customer's data could be payment operators, entities authorised under relevant legal regulations or regulations on operations of public entities, other processing bodies, e.g.: IT services providers, other entities with regard to fire safety, health protection, and protection of people and property, as well as institutions financing the Philharmonic or authorised to inspect the Philharmonic.

In the event of contacting the Philharmonic via e-mail, the contact form, or telephone, the data provided (e-mail address, surname, first name, telephone number) will be processed for the purposes of maintaining contacts.

The data for which the purpose of processing has ceased will be erased or – if there are any other statutory requirements with regard to data storage – the processing thereof will be restricted.

For online purchases of tickets, data will be stored for ca. 5 accounting years after the date of a given event, for the purposes of its accounting settlement and to the extent this need results from relevant legal regulations on storing accounting documentation. Data from video monitoring will be stored for ca. 14 days, data in the IT system with regard to the use of the wi-fi network – up to ca. 7 days.

The Customer has the following rights with regard to their personal data:

- Right of access to their personal data,
- Right to rectify or erase their personal data,
- Right to restrict the processing of their personal data,
- Right to lodge a complaint regarding data processing,
- Right to transfer their personal data,
- Right to withdraw their consent.

Furthermore, the Customer also has the right to lodge a complaint regarding processing their personal data to a data protection supervisory body. Providing the Customer's personal data is voluntary, but necessary for the performance of a service or a contract. The Silesian Philharmonic is not involved in personal data profiling within the meaning of GDPR.

§ 3. Information on cookie files

Cookie files are IT files, in particular text files, which are stored on the end device of the Website User and are intended for using Website pages. Cookies usually contain a website name they come from, storage time on the end device, and a unique number.

The entity that places cookie files on the Website User's end device and obtains access to them is the Website Operator. Cookie files are saved on the user's device by the Internet browser during the first visit to a given website. During each subsequent visit of the user to the website, it can determine if the user has ever visited it in the past and can adapt its contents to the user.

The Website applies two basic types of cookie files: session cookies, and persistent cookies. Session cookies are temporary files stored on the User's end device until they log out, leave the website, or shut down the software (the Internet browser). Persistent cookies are stored on the

User's end device for a period of time defined in the parameters of the cookie files or until they are deleted by the User. Cookie files do not offer a possibility of determining and storing users' personal data. Internet browsing software (the Internet browser) usually allows for cookie files to be stored on the User's end device by default.

Website Users can change their settings in this respect. The Internet browser allows to delete cookie files. It is also possible to block cookie files automatically. Detailed information is contained in the help tab or documentation of the Internet browser. Restricting the use of cookie files may influence certain functionalities available on the Website pages.

Using the Website with no changes in cookie files settings is equivalent with a consent for saving these files in the memory of the device through which the User uses the Website. If the user does not want to receive cookie files, they can change the Internet browser settings. It is also possible to delete or block such files.

Follow the manual of your Internet browser to manage your cookie files settings.

§ 4. Using Google Analytics

Our Website uses Google Analytics – a service consisting in analysing numbers of website page views provided by Google Inc. (“Google”). Google Analytics makes use of cookie files – text files stored on the user's computer, which allow an analysis of the way the user uses the Website. Information generated by cookie files on the use of a given website are usually sent to the Google server in the USA and stored there. However, if this website activates IP anonymisation, your IP address will be first shortened by Google within the territory of the European Union member states or other states who have signed a relevant agreement. Only in special cases will a full IP address be sent to the Google server in the USA and shortened there. On behalf of the operator of this Website, Google will use this information for the purposes of evaluation of the use of the Website, drawing up reports on the website traffic, and providing other services connected with using the Website and using the Internet by the Website operator.

The IP address sent by Google Analytics within the scheme of Google Analytics will not be combined with other data provided by Google.

You can prevent the storage of cookie files by entering relevant settings in the Internet browser. However, you need to be aware that if you decide to do so, you might not be able to avail yourself of all the functions of the Website. You can also prevent Google from gathering the data generated by cookie files and relating to the use of the Website (including the IP address), as well as from processing these data by Google by means of a browser plug-in available under the link below, to be downloaded and installed here.

This Website uses Google Analytics with the extension “_anonymizeIp ()”. Consequently, IP addresses are processed in a shortened form and their association with a person can be excluded. As long as the gathered data about you are assigned to a personal reference, they will be excluded immediately, and your personal data will be deleted immediately.

We use Google Analytics for the purposes of analysing and regular improvement of the use of our Website. Thanks to the statistics we are able to improve our offer and make it more interesting for you as the user. In exceptional cases, when personal data are transferred to the

USA, Google has provided the EU-USA Privacy Shield. The legal basis for the use of Google Analytics is Article 6(1) Section 1 Letter f of GDPR.

Information on other companies: Google Dublin, Google Ireland Ltd., Gordon House, Barrow Street, Dublin 4, Ireland, Fax: +353 (1) 436 1001. Terms of use on the website, privacy policy on the website.

This Website also uses Google Analytics for the purposes of analysing the number of page views carried out on different devices by means of the user ID. You can disable the analysis of your device on different devices on your account in the section “My data” – “Personal data”.

§ 5. Social Media

On our pages, you will find links to social media where we publish information on our activities. At present, we don't include Social Media plug-ins in the code of our website.

Due to our legitimate interests in terms of the analysis, optimisation, and efficient operation of our services and for these purposes our services make use of the tracking option called “Facebook Pixel”, provided by the Facebook social media platform run by Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA or – for users resident in the EU – Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland (“Facebook”).

Facebook Pixel is a part of a code embedded in our Website. Facebook Pixel allows Facebook to identify people visiting our Internet contents as a target group for displaying advertisements (referred to as “adverts on Facebook”). Consequently, we make use of the function Facebook Pixel in order to display our published adverts on Facebook exclusively to Facebook users who have demonstrated their interest in our services or who have certain shared characteristics (such as interest in specific topics or products determined on the basis of websites they visit), which we forward to Facebook (referred to as non-standard recipients). Furthermore, Facebook Pixel helps us to understand the effectiveness of adverts on Facebook for the purposes of statistics and market research, demonstrating whether users have been redirected to our services after clicking our advert on Facebook (so-called conversion, allowing to identify the devices on which the user performs the action), in order to create so-called similar recipients or statistical twins (i.e.: displaying adverts to target groups similar to existing customers) and to obtain exhaustive statistics on the website use. During the user's visit to our Website, Facebook Pixel establishes a direct connection with Facebook servers. This way, the Facebook server is notified that the user has visited our Website, and Facebook assigns this information to the user's personal account on Facebook.

Facebook is a certified entity under the Privacy Shield Agreement, and consequently it guarantees compliance with European regulations on data protection <https://www.privacyshield.gov/participant?id=a2zt0000000GnywAAC&status=Active>

More information on collecting and using data by Facebook, as well as the user's rights and options in terms of privacy protection, can be found in Facebook data protection policy available at <https://www.facebook.com/about/privacy/update>.

Specific information and details on the function Facebook Pixel and the way it operates are available in the Facebook help tab at: <https://www.facebook.com/business/help/651294705016616>.

This function can be disabled at <https://www.facebook.com/settings?tab=ads>. Log into Facebook to do it.

§ 6. Posting YouTube videos

On our Website, you will find videos which are stored on our Website and which can be played directly on our Website. They are all contained in the “extended privacy mode”, which means you do not provide data about you as a YouTube user if you do not play the videos. Only when you play the videos, will the data referred to in paragraph 3 be sent over. We have no influence on this type of data transfer.

YouTube receives information on the website from where the call has been made. Furthermore, the data referred to in paragraph 3 of this declaration will be transferred. This happens irrespective of whether YouTube shares the user account to which you are logged in, or whether there is no user account. After logging into Google your data will be assigned directly to your account. If you do not want to associate your profile with YouTube, you need to log out prior to enabling the button. YouTube stores your data as user’s profile and uses them for the purposes of advertising, market research, or designing its website. This evaluation is performed in particular (even for users who are not logged in) in order to provide appropriate advertising and information for other social media users about their activities on our website. You have a right to object to establishing these users’ profiles and you have to be redirected to YouTube website in order to use them.

More information on the purpose and scope of collecting data and processing them by YouTube can be found in its privacy policy. More information on authorisation and privacy settings can be found here. Google also processes your personal data in the United States of America and transfers them under the EU-USA Privacy Shield Agreement.

§ 7. Google Maps integration

If we use the offer of Google Maps on our Website, we can display interactive maps directly on our Website and allow our users to use the functions of the map with no issues.

When you view our Website, Google receives the information it has gotten access to from a relevant page of our Website. Furthermore, the data referred to in paragraph 3 of this declaration will be transferred, as well. This happens irrespective of whether Google provides a user account to which the user is logged in, or whether there is no user account. After logging into Google, your data will be assigned directly to your account. If you do not wish to be associated with your Google profile, you need to log out prior to enabling the button. Google stores your data as user’s profile and uses them for the purposes of advertising, market research, and/or customising websites. This evaluation is performed in particular (even for users who are not logged in) in order to provide appropriate advertising and information for other social media users about their activities on our Website. You have a right to object to establishing these users’ profiles and you have to do it on Google.

Information on the purposes and scope of collecting data and processing them by suppliers of other plug-ins can be found in their privacy policies. More information on authorisation and privacy settings can be found here. Google also processes your personal data in the United States of America and transfers them under the EU-USA Privacy Shield Agreement.