

# ZENTRALER KARTENVERKAUF DER BAYERISCHEN STAATSTHEATER

## PRIVACY POLICY

According to Article 13 of the EU General Data Protection Regulation (GDPR), we are obliged to inform you about the processing of your data by the Zentraler Dienst (Central Services Department) of Bavarian State Theatres – Central Ticket Sales – when you buy tickets, vouchers and subscriptions as well as merchandise from Bavarian State Theatres.

The Zentraler Dienst of Bavarian State Theatres takes data protection very seriously and will treat your personal data in confidence and pursuant to the applicable data protection regulations.

### 1. WHAT PERSONAL DATA DO WE PROCESS AND FOR WHAT PURPOSE?

#### a) Use of our website for information purposes

If you use our website for information purposes only, that is to say if you do not log in or transmit information in any other way, we only collect those personal data that your browser automatically transmits to our server. If you would like to view our website, we collect the following data:

- IP address
- Date and time of your request
- Content of your request (specific page)
- Access status/http status code
- Browser
- Operating system

These data are processed for the purpose of showing you our website and ensuring stability and security.

We also use cookies on our website. Cookies are small text files that are stored in or by the Internet browser on the user's computer as soon as a user accesses our website. They help us to make our website more user-friendly and effective.

#### b) Use for selling tickets, vouchers, subscriptions and merchandise

One of the tasks of Central Ticket Sales is to sell tickets, vouchers and subscriptions for Bavarian State Theatres (Bayerische Staatsoper, Bayerisches Staatsschauspiel, Staatstheater am Gärtnerplatz and Bayerische Theaterakademie August Everding). It is also possible to order Bavarian State Theatres merchandise from our website. In connection with a binding order, the acquisition of tickets, vouchers, subscriptions and merchandise by way of a telephone order or written order (e.g. e-mail, letter, fax) as well as in connection with online sales via our website, we process such personal data as are necessary for this purpose.

#### These are

- Name and date of birth
- Address and other contact details (telephone number, e-mail address)
- Verification of entitlement to concessions (e.g. student ID, document verifying disability)
- Additional customer details (e.g. subscription details)
- Bank details (for payment by direct debit; bank card and credit numbers are not stored due to security reasons)

#### c) Use by Bavarian State Theatres to provide performance and for marketing purposes

With your consent Bavarian State Theatres can use the data stated under Item 1(b) for the purposes of notification and providing performance as well as for marketing purposes, provided that this is stated explicitly in the data protection information provided by the state theatre in question.

### 2. WHO IS RESPONSIBLE FOR DATA PROTECTION PURSUANT TO DATA PROTECTION LAWS AND WHO CAN YOU CONTACT?

#### a) The Zentraler Dienst of Bavarian State Theatres is responsible for processing your personal data pursuant to data protection laws. Here are our contact details:

Zentraler Dienst der Bayerischen Staatstheater, Postfach 10 01 64, 80075 Munich

The state theatre concerned is responsible pursuant to the data protection laws for the processing of your personal data by Bavarian State Theatres in accordance with Item 1(C). For more details please see the data protection information provided by the state theatre concerned:

- Bayerische Staatsoper
- Bayerisches Staatsschauspiel
- Staatstheater am Gärtnerplatz
- Bayerische Theaterakademie August Everding

#### b) You can contact our official data protection officer with questions and complaints regarding the processing of your personal data:

Zentraler Dienst der Bayerischen Staatstheater, Data Protection Officer, Alter Hof 3, 80331 Munich (postal address: Postfach 10 01 64, 80075 Munich)

E-mail: [datenschutz@st-zd.bayern.de](mailto:datenschutz@st-zd.bayern.de)

#### c) You can also lodge your complaint with the relevant data protection supervisory authority:

Der Bayerische Landesbeauftragte für den Datenschutz  
Postfach 22 12 19  
80502 Munich

### 3. IS IT OBLIGATORY TO PROVIDE PERSONAL DATA?

It is not obligatory to provide personal data. However, we cannot sell tickets online, neither vouchers, subscriptions or merchandise if you do not provide your data.

Anonymous purchase without stating personal data is possible at the box office of Central Ticket Sales and at the box office of the theatre concerned on the evening of the performance. Please contact the state theatre concerned if you wish to purchase merchandise anonymously.

### 4. WHAT IS THE LEGAL BASIS FOR THE PROCESSING OF YOUR PERSONAL DATA?

We process your personal data in line with the provisions of the EU General Data Protection Regulation (GDPR) and of the German Data Protection Act (BDSG).

The processing of your personal data for the purpose of selling tickets, vouchers, subscriptions and merchandise is based on Art. 6 (1)(b) GDPR.

Your personal data are also processed on the basis of our legitimate interests (Art. 6(1)(f) GDPR). If processing is based on a weighing of interests, we are obliged to notify you of the legitimate interests we are pursuing. With respect to the processing of your personal data, we and Bavarian State Theatres have a particular legitimate interest in respect of establishing legal claims and defending ourselves in the event of legal disputes (claims management).

Processing of your personal data in the event of your using our website for information purposes only (including the use of cookies) is based on Art. 6 Abs. 1(f) GDPR . We have a legitimate interest in making our website user-friendly and secure.

If you have consented to the processing of your personal data for specific purposes, the consent you have granted forms the legal basis for the data processing (Art. 6 (1)(a) GDPR).

### 5. TO WHICH RECIPIENTS ARE YOUR PERSONAL DATA FORWARDED?

Within the Zentraler Dienst of Bavarian State Theatres, those offices receive access to your data that require them to fulfil contractual obligation (sales offices of Central Ticket Sales, joint subscription office for Bavarian State Theatres, payments office and accounting department for handling and monitoring payments).

Service providers engaged by us as well as vicarious agents can also receive data for this purpose. These are services for optimising and updating our ticket software, services for developing and optimising ordering in sales conducted online, in writing and by telephone. Our service providers also include printing companies engaged to print and send subscription invoices and subscription tickets. Our service providers and vicarious agents process your personal data regularly subject to instructions. They sign a data processing contract obliging them to comply with data protection regulations.

### 6. HOW LONG ARE YOUR PERSONAL DATA STORED?

We only process and store your personal data for as long as is necessary to meet our contractual and legal obligations.

If the data is no longer needed for the purpose of meeting contractual and legal obligations, they will be erased upon expiry of any retention periods according to public accounting and tax laws. Such retention and documentation periods are up to ten years long.

### 7. WHAT RIGHTS DO YOU HAVE REGARDING PROCESSING OF YOUR PERSONAL DATA?

Articles 15 to 21 GDPR describe your rights as a data subject. We hereby draw your attention to your right of access to information according to Article 15 GDPR, your right to rectification according to Article 16 GDPR, your right to erasure according to Article 17 GDPR, your right to restriction of processing according to Article 18 GDPR, your right to data portability according to Article 20 GDPR and your right to object according to Article 21 GDPR . Please direct any enquiries in this respect to: tickets@staatstheater.bayern.de or by post to Central Ticket Sales at Bavarian State Theatres.

Furthermore, you have the right to lodge a complaint with a supervisory authority regarding questions relating to data protection according to Article 77 GDPR.

You also have the right to revoke any consent to process your personal data at any time. Your revocation must be declared to the office to which you originally granted your consent. Withdrawing your consent does not affect the lawfulness of processing carried out up to the time of withdrawal.

### 8. AUTOMATED DECISION-MAKING

It is our policy not to use automated decision-making as outlined in Article 22 GDPR.

### 9. DATA SECURITY

The Zentraler Dienst at Bavarian State Theatres will protect your personal data against unauthorised access, use and publication. Your ordering data will be transmitted in encrypted form to our servers using the SSL (Secure Socket Layer) process. You can recognise this by the closed padlock icon in your browser address bar and by the fact that this line begins with "https:".

### 10. COOKIES

This website uses transient cookies. These include, in particular, session cookies. They store a session ID with which various enquiries from your browser can be assigned to the same session. The session cookies are deleted when you log out or close the browser.

You can configure your browser setting according to your own wishes and, for example, reject cookies. However, we would like to draw your attention to the fact that you will then be unable to use our online sales.

### 11. TO THIS PRIVACY POLICY

We reserve the right to make changes to our website and to adjust this Privacy Policy accordingly, should it become necessary. This may be due to legal requirements or technical developments. We therefore recommend that you keep abreast of the latest situation regarding this Privacy Policy by visiting our website regularly.

Last amended: 15 June 2018