Additional Data Protection Information
Queries, Incidents and Complaints

1. CONTROLLER
Who is responsible for processing your personal data?
PORT AVENTURA ENTERTAINMENT, S.A.U.
Postal address: Av. Alcalde Pere Molas, km 2, 43480 Vila-seca (Tarragona)
Telephone: (+34) 977 779 090
Email address: portaventura@portaventura.es
Data Protection Officer: protecciondatos.DPD@portaventura.es

2. PURPOSES
For what purpose do we process your personal data?
In accordance with Regulation (EU) 2016/679 (General Data Protection Regulation), as well as any applicable national legislation, we inform you that PORT AVENTURA ENTERTAINMENT, S.A.U. processes the personal data you provide for the purpose of managing the query, suggestion, incident or complaint you submit to us.

3. DATA RETENTION PERIOD
How long will we keep your data?
The personal data provided for the stated purposes will be retained for the time necessary to respond to the query, suggestion, incident or complaint submitted and, in any case, for the legally established period to address potential legal claims.

4. LAWFUL BASIS
What is the lawful basis for processing your personal data?
The lawful basis for processing your data, including health data, is the consent given through the submission of the form, as well as the performance of a contract (Art. 6(1)(b)) and the defence of legal claims (Art. 9(2)(f)) under the GDPR.

5. RECIPIENTS
To whom will your personal data be disclosed?
In order to ensure the proper provision of the service, certain service providers and/or entities may process personal data on behalf of the controller, acting as data processors. Medical service providers, insurance companies, private security firms, as well as public bodies and authorities, may be involved where their intervention is required.

6. INTERNATIONAL TRANSFERS
Where data processors are located outside the European Economic Area (EEA), we will ensure that transfers of personal data are carried out only to countries subject to an adequacy decision by the European Commission or that provide an equivalent level of protection, including through the execution of standard contractual clauses. For further information, you may contact the Data Protection Officer at protecciondatos.DPD@portaventura.es.

7. RIGHTS

What are your rights and how can you exercise them?

You have the right to obtain confirmation as to whether or not PORT AVENTURA ENTERTAINMENT, S.A.U. is processing personal data concerning you.

You also have the right to access your personal data, request the rectification of inaccurate data or, where applicable, request their erasure when the data are no longer necessary for the purposes for which they were collected.

In certain circumstances, you may request the restriction of the processing of your data, in which case the data will only be retained for the exercise or defence of legal claims.

In certain circumstances and on grounds relating to your particular situation, you may object to the processing of your data. PORT AVENTURA ENTERTAINMENT, S.A.U. will cease processing the data, except for compelling legitimate grounds or for the exercise or defence of legal claims.

You may also exercise your right to data portability and withdraw any consent given at any time, without affecting the lawfulness of processing based on consent prior to its withdrawal.

To exercise any of your rights, you may submit a written request to PORT AVENTURA ENTERTAINMENT, S.A.U. by email to lopd@portaventura.es or by post to PORT AVENTURA ENTERTAINMENT, S.A.U. (Legal Department), Av. Alcalde Pere Molas, km 2, 43480 Vila-seca (Tarragona), specifying the right you wish to exercise and providing appropriate identification.

You may also lodge a complaint with the Spanish Data Protection Agency or any other competent public authority.