

CARIBE BAY

THEMED WATERPARK VENICE

PRIVACY POLICY

The protection of personal data is a matter of trust and we would like to clearly and accurately state that data will be processed according to the regulations to protect your private and personal domain.

Data Controller

L'Ancora s.r.l. via San Crispino 12 - 35129 Padova (PD), can be contacted using the e-mail address: customercare@caribebay.it. It owns Caribe Bay, Caribbean Golf, Vanilla Club and the caribebay.it website (hereinafter "Website"). A Data Protection Officer has been appointed and can be contacted using the e-mail address dpo@caribebay.it

Principles

L'Ancora s.r.l. demonstrates its commitment to privacy and data protection by applying the following principles. L'Ancora s.r.l. uses personal data in compliance with the law and in an impartial, correct and transparent manner. L'Ancora s.r.l. collects personal data only for legitimate purposes. L'Ancora s.r.l. does not store personal data beyond what is strictly necessary or for a longer period than necessary. L'Ancora s.r.l. protects personal data using appropriate security measures.

The data we process

L'Ancora s.r.l. processes the following personal information: a) data provided voluntarily by the user for the purchase of the services offered; b) browsing data, the collection and analysis of which is necessary for the proper functioning of the website and the online ticket purchase service; c) the Website uses its own and/or third-party technical cookies to provide its services and allows third-party cookies to be sent. For further information you can visit the cookie policy section www.caribebay.it/en/cookie-policy

Purpose and legal basis of the processing

L'Ancora s.r.l. processes data for the following purposes: 1) to allow users to navigate the website and/or purchase the services offered by Caribe Bay pursuant to art. 6 par. 1 letter b) EU Reg. 2016/679; 2) to permit the creation and management of the account created by the user; the data will be processed to fulfil legal contractual, accounting and/or tax obligations associated with this relationship, including evidence to ensure protection of one's claims and/or rights pursuant to art. 6 par. 1, letters b, c, f EU Reg. 2016/679; 3) to enable the conclusion of contracts for the purchase of services offered and the management thereof pursuant to art. 6 par. 1, letters b), f) EU Reg. 2016/679; L'Ancora s.r.l. legitimate interest is to carry out its business activities; 4) to conduct anonymous and/or aggregate statistical analysis pursuant to art. 6, par. 1, letters b), f) EU Reg. 2016/679 to deliver and improve its services; 5) to perform security checks in relation to the use of the Site and the services connected to it pursuant to art. 6 par. 1, letter f) EU Reg. 2016/679 for the purpose of identifying possible violations/vulnerabilities and thus allowing action to be taken; 6) to provide online ticket sales sites linked to the website with aggregate and anonymous statistics on products pursuant to art. 6 par. 1 letter f) EU Reg. 2016/679; 7) to respond to any correspondence from users through the tools made available.

Methods used for processing

Personal data is processed using electronic/computer systems, adopting all security measures aimed at ensuring processing complies with EU Reg. 2016/679, and the principles of confidentiality, integrity and availability of data.

Duration of the processing

Personal data will be stored for a period of time no longer than necessary to achieve the purposes for which they were collected and in any case in compliance with the law.

Communication of the data

The personal data may be communicated exclusively to the internal personnel of L'Ancora s.r.l. as part of their duties, to third parties such as companies and/or consultants appointed by L'Ancora s.r.l. to carry out activities related to providing the service, to public and/or private entities when communication is required to properly fulfil the contractual obligations that have arisen, and to all subjects who have access under regulatory or administrative provisions. The data may not be disseminated.

Transfer outside the EU

Data are not transferred outside the European Union.

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Automated decisions

Without prejudice to what may be indicated in specific disclosures, there are no automated decision-making processes that affect the data subjects.

If you participate in surveys and promotions

We occasionally carry out surveys to find out how our customers benefit from our offers and how satisfied they are with the services offered by L'Ancora s.r.l..

More detailed information can be found in the separate data protection notice of the relevant survey or promotion.

If you contact us

If you contact us using the form on our website, by e-mail, by telephone or in any other way, we will collect the communication data relating to this contact. Depending on the channel you use to contact us, we will collect your contact details (such as your e-mail address or telephone number) and the content of the message you send to us. Telephone calls with customer service will not be recorded.

We also use social networking sites to engage with our users and guests, such as: Facebook, Instagram, Twitter, Tiktok, LinkedIn, YouTube, and TripAdvisor. Please note that L'Ancora s.r.l. has no authority over the conditions of use of social networks and their methods and/or policies for processing data. It is advisable to carefully check what personal data you provide us with through social networks. Interaction with social networks and external platforms. The services offered by L'Ancora s.r.l. through the Website make it possible to interact with social networks, or other external platforms, directly through the pages of this Website. Interactions and information acquired by this Website are always subject to the User's privacy settings for each social network. If an interaction service with social networks is installed, it is possible that the service collects traffic data related to the pages where it is installed, even if the Users do not use it.

Rights of the data subject

The data subject may exercise their rights pursuant to Articles 15, 16, 17, 18, 20 and 21 EU Reg. 2016/679 and Legislative Decree 101/2018, according to which they have the right to access the data and the following information: the purposes of the processing; the categories of personal data concerned; the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations; the envisaged period for which the personal data will be stored, or, the criteria used to determine that period; the right to lodge a complaint with a supervisory authority <https://www.garanteprivacy.it/home/docweb/-/docweb-display/docweb/4535524>, the existence of automated decision-making, including profiling; the right to request rectification, integration or erasure of personal data or restriction of processing of personal data; the right to object and to know, where the personal data are not collected from the data subject, any available information as to their source. The data subject also has the right to data portability.