



PRIVACY NOTICE
Pursuant to Article 13 of Regulation (EU) 2016/679

Pursuant to Article 13 of Regulation (EU) 2016/679 ("GDPR"), regulating the protection of natural persons in relation to the processing of personal data, we wish to inform you that the personal data you provide will be processed in compliance with the aforementioned regulation and in accordance with the principles of lawfulness, fairness, transparency and by protecting your privacy and rights.

To such an end, in compliance with the aforementioned Article 13, we provide you with the following information regarding the processing of Your personal data:

Purposes of Data Processing and Legal Basis

- a) To purchase tickets and subscriptions through the Vivaticket platform or at the Fondazione Teatro Regio di Parma ticket office (Article 6(1)(b));
- b) To enable the management of administrative and accounting operations (Article 6(1)(c));
- c) To allow Fondazione Teatro Regio di Parma to exercise its right of legal defense (Article 6(1)(f));
- d) To prevent fraudulent activities related to the use of services provided by Fondazione Teatro Regio di Parma (Article 6(1)(f));
- e) For the sending of newsletters containing news about events/initiatives organized by Fondazione Teatro Regio di Parma (Article 6(1)(a));
- f) To receive any information, promotions, and offers related to events organized by Fondazione Teatro Regio di Parma (Article 6(1)(a));
- g) To receive information and offers related to events organized by the Institutional partners of Teatro Regio di Parma (Article 6(1)(a)).

Procedures of Data Processing and Retention

All data processing will be carried out manually and/or by using both automated and computerized methods and tools, in compliance with the security measures indicated in Art. 32 of GDPR 2016/679, only by specifically authorized staff, in accordance with Art. 29 of GDPR 2016/679. Appropriate security measures will be implemented to ensure the confidentiality of the treated data and its related subjects and in order to prevent unauthorized access by third parties or unauthorized staff. It should be noted that for processing related to registration on the Vivaticket platform, the Data Holder will be exclusively Vivaticket S.p.A.

Regarding the data processing related to payment transactions, such data will not be processed by Fondazione Teatro Regio di Parma as the user will be redirected to the payment system selected by the Data Holder at the time of payment.

Data Retention

In compliance with the principles of lawfulness, purpose limitation and data minimization, pursuant to Article 5 of GDPR 2016/679, your personal data will only be retained for a period of time that is necessary to achieve the purposes which they were collected and processed for, in accordance with the timeframes prescribed by law.

The Nature of Data Provision

Providing data is mandatory for the purposes listed under points a, b, c, and d: any refusal to provide such data will prevent Fondazione Teatro Regio di Parma from fully delivering the requested services.

For the purposes listed under points e, f, and g, providing data is optional and will be subject to explicit consent. Hence, any possible refusal will not produce consequences for the requested services.

The Boundaries of Data Communication and Disclosure

The collected data will not be released;

Data may be disclosed to event organizers with the sole aim of ensuring procedures of ticket verification. Any further processing of such data by the event organizer is excluded and Fondazione Teatro Regio di Parma shall not be held liable for any breaches of such as provision.

Data may be disclosed to:

- All subjects (including public authorities) with access to personal data as a consequence of normative or administrative regulations;
- Third parties formally designated as Data Managers pursuant to Article 28 GDPR, to whom Fondazione Teatro Regio di Parma has delegated specific activities;
- All public and/or private subjects, individuals and/or legal persons when data disclosure is necessary or functional for the correct fulfillment of contractual obligations as well as obligations imposed by law.

Data Transfer to Third-party Countries

The Data Holder does not transfer personal data to any third-party country; however, it reserves the right to use cloud services. In such cases, service providers will be selected among those offering adequate guarantees in compliance with Article 46 of GDPR 2016/679.

Data Holder, Data Manager and DPO

The Data Holder is Fondazione Teatro Regio di Parma via its legal representative.

The updated list of Data Processors is available at the registered office of the Data Controller.

A Data Protection Officer (DPO) has been appointed and can be contacted at dpo@teatroregioparma.it.

To exercise your rights as a data subject and/or to request further information, please contact Fondazione Teatro Regio di Parma (Strada Garibaldi 16/a, 43121 Parma, at the following contact details:

- Tel: +39 0521 203911
- Email: biglietteria@teatroregioparma.it

DPO email: dpo@teatroregioparma.it

Rights of the Data Subject

You may exercise the following rights at any time, pursuant to Articles 15-22 of GDPR 2016/679:

- a) to request confirmation of any personal data being held or processed and, if so, to obtain access to such data and to the information specified in the following point (b);
- b) to obtain details regarding the purposes of processing, categories of personal data, recipients or categories of recipients to whom personal data have been or will be disclosed (especially if recipients are located in third-party countries or international organizations), and, whenever possible, also the retention period;
- c) to request the rectification or erasure of data;
- d) to request the limitation of data processing;
- e) to obtain data portability, meaning the right to receive data from the Data Holder in a structured, commonly used format that is also readable by automatic devices, and to transmit such data to another Data Holder with no obstacles;
- f) to oppose data processing at any time, including any processing for direct marketing purposes;
- g) to oppose automated decision-making in relation to natural persons, including the profiling process;
- h) to obtain a confirmation by the Data Holder of their compliance with Article 19 of GDPR 2016/679, that is informing all recipients to whom personal data have been communicated of any rectification, erasure, or restriction of processing carried out pursuant to Article 16 of GDPR 2016/679, except where such an effort is proven to be impossible to be made or whenever it requires a disproportionate effort;
- i) to submit a complaint with the relevant supervisory authority.