

Statement on the Protection of Personal Data

This Policy on the Protection of Privacy and the Use of Cookies applies to all users of the website of the Ljubljana Castle Public Institute, including its subpages.

A User is any legal or natural person who uses or visits the website www.ljubljanskigrad.si (hereinafter: the User).

By using the website, the User confirms that s/he agrees with this Policy on the Protection of Privacy and the Use of Cookies. By continuing to use the website, the User agrees to changes.

I - PROTECTION OF PERSONAL DATA

At the Ljubljana Castle Public Institute, we respect your privacy; therefore, we will use your personal data exclusively for the stated purposes. We will carefully protect your personal data in accordance with the applicable legislation governing the protection of personal data (the General Data Protection Regulation and the Personal Data Protection Act) and the internal acts of our institute.

1. Administrator of Personal Data

The administrator of personal data processed in accordance with these rules is the Ljubljana Castle Public Institute, Grajska planota 1, 1000 Ljubljana.

2. Authorised Person for the Protection of Personal Data

The authorised person for the protection of personal data at the Ljubljana Castle Public Institute can be contacted at the email address osebnipodatki@ljublanskigrad.si.

3. Processor of Personal Data

The processor of personal data at the Ljubljana Castle Public Institute is the company Innovatif d.o.o., Poljanski nasip 6, 1000 Ljubljana. The mutual relationship and obligations of the administrator and processor of personal data are defined and regulated by written agreement.

4. Transmission of Personal Data to Third Parties or Third Countries

The Ljubljana Castle Public Institute does not forward the collected personal data to third parties or third countries.

In order to send its e-newsletter, the Ljubljana Castle Public Institute uses the online platform MailChimp, on which the personal data of the User (name, surname, email address, country) are stored for the purpose of sending news. The MailChimp web platform ensures compliance with the requirements of the General Regulation on the Protection of Personal Data (EU Regulation

2016/679) and has also obtained a certificate of compliance with the EU-US Privacy Shield Framework. The General Terms of Use and the MailChimp Privacy Policy are available at: <https://mailchimp.com/legal/privacy/>

5. Types of Personal Data and Purpose of Processing

The Ljubljana Castle Public Institute processes the personal data of individuals either on the basis of consent, or on the basis of a concluded contract (General Conditions for the Purchase of Tickets and Goods at the Ljubljana Castle).

5.1. Processing on the Basis of Consent

On the basis of consent, the Ljubljana Castle Public Institute processes the personal data of individuals (collection, recording, organisation, structuring, storing, adjusting or changing, recall, access, use, disclosure by transmission, dissemination or otherwise providing access, customisation or combination, limitation, deletion or destruction) for the purpose of sending an e-newsletter informing Users about programmes for children and youth, about the musical programme, about the dance programme, about expert lectures, trainings and workshops, and about the exhibition and art gallery programme.

These notices are sent via the email address that the individual states on giving consent when applying for e-notification.

For this purpose, the Ljubljana Castle Public Institute collects and processes the following personal data from the individual: name, surname, email address.

An individual may withdraw the given consent at any time in the manner specified in Point 8 of this Policy.

6. Protection of Personal Data

In order to ensure the protection of personal data, the Ljubljana Castle Public Institute implements all of the required and appropriate legal, organisational and logistical-technical procedures and measures, either itself on the basis of internal acts, or through its contractual partners.

7. Period for Storing Personal Data

The individual's personal data obtained on the basis of consent may be processed and stored until the fulfilment of the purpose or the withdrawal of the given consent on the part of the individual.

8. Rights of the Individual

An individual can withdraw his/her consent at any time. In addition, s/he has the right to request access, correction, restriction of processing, or deletion of personal data by informing us in writing

by post to the Ljubljana Castle Public Institute, Grajska planota 1, 1000 Ljubljana, or via the email address osebni podatki@ljubljanaskigrad.si. An individual may also submit an objection concerning the processing of his/her personal data to the address indicated.

An individual may also submit a complaint regarding the processing of his/her personal data directly to the competent supervisory authority, i.e., the Information Commissioner of the Republic of Slovenia.

9. Handling Infringements

In the event of an infringement of the protection of personal data, the Ljubljana Castle Public Institute or the authorised person shall, without undue delay and within 72 hours of notification of the infringement, inform the Information Commissioner of the infringement, unless it is deemed that it is unlikely that the infringement of the protection of personal data represents a threat to the rights and freedoms of individuals.

In the event that the infringement of the protection of personal data is likely to result in a significant risk to the rights and freedoms of the individuals to whom the data relate, the Ljubljana Castle Public Institute or the authorised person shall, without undue delay, inform the individual that there has been an infringement of personal data protection and shall provide all necessary information in accordance with Article 34 of the Regulation.

II – USE OF COOKIES

The following cookies are used to ensure the functionality of all of the features of the website:

- cookies for analytical purposes;
- cookies for monitoring the itinerary of unregistered users.

Certain content is customised for the particular User, and website visit analysis enables the continuous improvement of the website.

The User can either consent to or reject the use of cookies, and his/her choice can also be changed later.

If the User rejects the use of cookies, the website will not load any permanent cookies into the browser other than its own cookies for analysing website traffic. In this case, however, it is not possible to ensure the User full use of the website.

The exact description of each cookie and the duration of its installation can be seen in the tables below:

Required Cookies

Required cookies make the website useable, as they enable basic features such as page navigation and access to secure areas of the website. Without these cookies the website does not work properly.

Cookie Name	Service	Validity	Description
CookieConsent	Ljubljana Castle	1 year	Stores the user's cookie consent state for the current domain.
PHPSESSID	Ljubljana Castle	session	Preserves user session state across page requests.

Cookies for Monitoring Statistics

Cookies for monitoring statistics help website owners to understand how visitors use the website by collecting and reporting information anonymously.

Cookie Name	Service	Validity	Description
_ga	Google Analytics	2 years	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.
_gat	Google Analytics	session	Used by Google Analytics to throttle request rate.
_gid	Google Analytics	session	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.

Cookies for Marketing

Cookies for marketing are used to track Users through websites. The purpose is to show advertisements that are appropriate and interesting for each User.

Cookie Name	Service	Validity	Description
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ads/ga-audiences	Google Analytics	session	Used by Google AdWords to re-engage visitors who are likely to convert to customers based on the visitor's online behaviour across websites.
collect	Google Analytics	session	Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.
NID	Google Analytics	6 months	Registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.
fr	Facebook	3 months	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.
tr	Facebook	session	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.
PREF	YouTube	8 months	Registers a unique ID that is used by Google to keep statistics on how the visitor uses YouTube videos across different websites.
VISITOR_INFO1_LIVE	YouTube	179 days	Tries to estimate the users' bandwidth on pages with integrated YouTube videos.
YSC	YouTube	session	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.

III - VALIDITY

This Policy is published on the website www.ljubljanskigrad.si and is valid from 22 May 2018.

You will be properly informed whenever there is a change in the Ljubljana Castle Public Institute's Policy on the Protection of Privacy and the Use of Cookies. The relevant notice will be visible when you visit the website.