

ΚΥΚΛΑΜΙΝΟ

Privacy & Environmental Policy



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ΠΟΛΥΧΩΡΟΣ - MULTIUSE SPACE

Privacy & Environmental Policy

KYKLAMINO is committed to both safeguarding your personal information and promoting environmental sustainability. This combined policy explains our practices regarding your privacy (how we collect, use and protect your personal data) as well as our environmental initiatives at our family leisure and activity venue. We adhere to relevant laws and regulations, including the EU General Data Protection Regulation (GDPR) for personal data protection and environmental regulations in Cyprus.

Privacy Policy

We respect your privacy and ensure that any personal data you provide to us is processed lawfully, fairly and transparently. This Privacy Policy describes what information we collect, how we use it, your rights regarding your data and how we protect it. KYKLAMINO (the operator of this Site and venue) is the "data controller" for the personal information collected in connection with our services.

Personal Data We Collect

We collect only the personal information necessary to provide our services and respond to your needs. The types of personal data we may collect include:

- **Identity and Contact Information:** Such as your name, email address and phone number (for example, when you fill out our contact or reservation form, or contact us by phone).
- **Reservation Details:** If you make a booking or inquiry, we may collect information related to the event (e.g., desired date, number of attendees, special requests) to organize your event.
- **Communication Content:** Any messages or inquiries you send us (via email, forms, or social media), which may include additional personal details you choose to provide.
- **Website Usage Data:** Through cookies and similar technologies, we may collect non-identifying information about your visits to our Site (such as IP address, browser type, pages viewed and referring site) to improve our website and user experience. *(See **Cookies** below for more details.)*

We generally do not collect sensitive personal data (such as health or financial information) through our Site. If in the course of planning an event you provide us with any specific needs (e.g., accessibility requirements or allergies for children), we will handle that information with strict confidentiality and only use it for that intended purpose.

How We Use Your Personal Data

We use your personal data solely for legitimate business purposes and with respect for your privacy. These purposes include:

- **Providing Services and Responding to Inquiries:** We use your contact and identity information to communicate with you, answer questions and process reservation requests or bookings for our venue. For example, if you inquire about hosting a birthday party, we will use your information to respond and coordinate the event.
- **Reservations and Administrative Communications:** To confirm bookings, send updates or reminders about your reservation, or notify you of any changes or requirements related to your event.
- **Marketing and Updates (With Consent):** If you explicitly consent (for example, by opting-in to a newsletter or requesting to receive updates), we may use your email to send you news about KYKLAMINO, upcoming events, promotions, or family activity tips. You can unsubscribe from these communications at any time.
- **Website Improvement and Analytics:** To analyze how our Site is used (via cookies and analytics tools) so we can improve its design, content and services. This data is usually aggregated and not used to identify you personally.
- **Legal Compliance and Safety:** To comply with legal obligations (such as maintaining records for tax purposes) or to protect the vital interests of our guests and staff. For instance, we may retain certain information to meet regulatory requirements or in case of a dispute.
- **Business Operations:** Internally, we may use data to evaluate and improve our services, train staff, or maintain security (for example, using feedback to enhance our offerings or monitoring the Site for security threats).

We will not use your personal data for purposes that are incompatible with the above, nor will we sell or rent your information to third parties for their own marketing.

Legal Basis for Processing Personal Data

Under GDPR, we rely on certain legal grounds to process your personal data. Depending on the context, one or more of the following bases apply:

- **Consent:** We will ask for your consent before using your data for specific purposes such as sending marketing emails or posting event photos that include you (as described in our Terms of Use). You have the right to withdraw your consent at any time, which will not affect the lawfulness of processing based on consent before its withdrawal.
- **Legitimate Interests:** We may process your data where it is necessary for our legitimate business interests, as long as those interests are not overridden by your data protection rights. For example, responding to your inquiries, improving our services, or securing our website are activities we perform under legitimate interests.

- **Contractual Necessity:** When you make a reservation or booking with us, we process your personal data as needed to fulfill our contract with you (e.g., using your contact details to arrange the event you booked).
- **Legal Obligation:** We process certain data to comply with legal requirements. For instance, we may retain invoices or transaction records to satisfy Cyprus tax law, or provide information if lawfully required by a public authority.

We always aim to apply the appropriate legal basis that best fits the purpose of processing and to inform you of that basis when necessary.

Cookies and Tracking Technologies

Our website uses **cookies** and similar tracking technologies to enhance your browsing experience and gather usage data:

- **What Are Cookies?** Cookies are small text files stored on your device when you visit a website. They help the site remember your preferences and actions (such as language selection or login info, if applicable) over a period of time.
- **How We Use Cookies:** KYKLAMINO uses cookies for functional purposes (to ensure the website works correctly and remembers your preferences) and for analytics (to understand how visitors navigate our Site, so we can improve layout and content). For example, we might use Google Analytics or similar tools to collect anonymized statistics about page visits and traffic sources.
- **Your Choices:** When you first visit our Site, you may be presented with a cookie notice or banner. By continuing to use the Site or clicking “Accept” on the banner, you agree to our use of cookies as described. You can adjust your browser settings to refuse or delete cookies. However, note that some features of the Site might not function properly without cookies.
- **Third-Party Cookies:** We do not use cookies for third-party advertising. Any third-party components on our Site (such as an embedded map or social media plugin) may set their own cookies when you interact with them. We have no access to or control over these cookies, so we recommend reviewing the cookie policies of those third-party services if you interact with them.

For more detailed information, please refer to our Cookie Policy (if available) or contact us with any questions about our use of cookies.

Data Sharing and Processors

We treat your personal data with care and confidentiality. We do **not** sell your personal information to anyone. We may share data in these limited situations:

- **Service Providers (Processors):** We use trusted third-party service providers to help us run our business and the Site. For example, we may use an email service to send newsletters, a secure cloud platform to store data, or an analytics provider to understand site usage. These providers

act under our instructions and are bound by GDPR-compliant data processing agreements. They are not permitted to use your data for their own purposes.

- **Legal Requirements:** If we are under a duty to disclose or share your information in order to comply with a legal obligation, regulation, or court order, we will do so. We may also disclose data to enforce our Terms of Use or to protect the rights, property, or safety of KYKLAMINO, our customers, or others (for example, sharing information with authorities to investigate fraud or security issues).
- **Business Transfers:** In the unlikely event that KYKLAMINO undergoes a business transaction such as a merger, acquisition, or asset sale, personal data may be transferred to the new ownership as part of that process. In such cases, we will ensure the confidentiality of your personal data is maintained and provide notice before it becomes subject to a different privacy policy.
- **With Your Consent:** In situations where you have explicitly given consent for us to share your information with a specified third party (for example, if we coordinate with a third-party entertainer or caterer for your event and you agree we can share details with them), we will do so in line with that consent.

Whenever we share data with processors or third parties, we only share the minimum information necessary and require that it be used solely for the purposes we stipulate.

Data Retention

We retain personal data only for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law. In general:

- If you make an inquiry but do not proceed with a booking, we may retain your contact information and inquiry details for a certain period (e.g., 6–12 months) in case you have follow-up questions or to keep a record of our communication.
- If you make a reservation or hold an event with us, we will retain your data for the duration of our relationship (to manage your booking and any post-event follow-up). After the event, we may keep relevant information for a defined period (e.g., several years) to handle any inquiries, repeat bookings, or legal obligations (such as financial record-keeping).
- If you have consented to receive marketing communications, we will keep your contact information until you unsubscribe or ask us to delete it. If you withdraw consent or opt out, we will promptly remove you from our marketing list (though we may keep a record of your request to ensure we honor it going forward).
- Information collected via cookies/analytics is typically aggregated and anonymized; however, raw usage logs may be stored for a brief period for security and analysis before being deleted or anonymized.

When we no longer need personal data, we either delete it or anonymize it (so it can no longer be associated with you). We also periodically review the data we hold and erase or anonymize data that is no longer needed.

Your Data Protection Rights

Under the GDPR and applicable laws, you have several important rights regarding your personal data. These include the right to:

- **Access Your Data:** You can request a copy of the personal data we hold about you, along with information on how we process it (commonly known as a "Subject Access Request").
- **Rectification:** If any personal data we have about you is incorrect or incomplete, you have the right to request that we correct or update it.
- **Erasure:** You can ask us to delete your personal data if it is no longer necessary for the purposes it was collected, if you have withdrawn consent (where applicable), or if you believe the processing is unlawful or violates your rights. This is often called the "right to be forgotten." *Note:* We might need to retain certain information if required by law or for legitimate business purposes (we will inform you if so).
- **Data Portability:** For data you provided to us and which we process by automated means based on your consent or a contract, you have the right to obtain it in a structured, commonly used, machine-readable format and you have the right to have it transmitted to another data controller where technically feasible.
- **Object to Processing:** You have the right to object to certain processing activities. For example, you can object to processing for direct marketing at any time and we will stop sending you marketing materials. You can also object if we are processing your data under a legitimate interest ground and you have particular reasons to stop, unless we have a compelling legitimate reason to continue.
- **Restrict Processing:** You can request that we limit the processing of your data in certain circumstances (for instance, while a request to correct or object is being evaluated, or if you need data preserved for a legal claim).
- **Withdraw Consent:** If we rely on your consent for any processing, you have the right to withdraw that consent at any time. Once withdrawn, we will stop the processing that was based on consent. (For example, you can unsubscribe from our newsletter and we will stop sending it.)
- **Lodge a Complaint:** If you believe your data protection rights have been violated, you have the right to file a complaint with the national Data Protection Authority. In Cyprus, this is the *Office of the Commissioner for Personal Data Protection*. We encourage you to contact us first so we can address your concerns directly, but you are free to contact the Authority at any time.

To exercise any of these rights, please contact us using the contact details provided below. We will respond to your request as soon as possible and within the timeframes required by law (generally within one month). We may need to verify your identity before fulfilling certain requests, to ensure we do not disclose data to the wrong person.

Children's Privacy

Protecting the privacy of children is especially important to us. While our venue is family-oriented, our website and online services are intended for use by adults (such as parents or guardians) when making inquiries or bookings.

- We do not knowingly collect personal data directly from children under the age of 14 without parental consent. For example, a child might enjoy our playground, but any bookings or online communications should be made by an adult.
- If you are under 14, please do not submit any personal information about yourself to us. If we discover that we have inadvertently collected personal information from a child under 14 without proper consent, we will promptly delete it.
- Parents and guardians are encouraged to supervise their children's internet use and help enforce this Privacy Policy by instructing their children never to provide personal information through our Site or services without permission.
- If you are a parent or guardian and you believe we have information about your child that you want to access, correct, or delete, please contact us. We will honor such requests in accordance with applicable law.

Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, alteration, or disclosure. These measures include:

- **Secure Transmission:** Our website employs encryption (such as HTTPS/SSL) to protect data transmitted between your browser and our Site.
- **Access Control:** Personal data is stored in secure systems and is accessible only to authorized personnel who need to access it for the purposes described (for example, our event coordinators or customer service team).
- **Training and Policies:** Our staff are trained in data protection and are required to adhere to confidentiality agreements and internal privacy policies.
- **Regular Monitoring:** We regularly update our security practices to adapt to emerging threats and routinely monitor our systems for vulnerabilities or unauthorized access.

Despite our best efforts, please be aware that no method of transmitting or storing data is completely secure. While we strive to protect your information, we cannot guarantee absolute security. In the unlikely event of a data breach that affects your rights or freedoms, we will follow applicable laws to inform you and the relevant authorities.

Contact Us (Privacy)

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

- **Email:** info@kyklamino.eu.
- **Phone:** +357 99248410

We will be happy to assist you and will address any issues to the best of our ability. If you believe we have not adequately addressed your concern, you have the right to contact the Cyprus **Office of the Commissioner for Personal Data Protection** for further assistance or to lodge a complaint.

Environmental Policy

KYKLAMINO is dedicated not only to providing a fun and safe environment for families, but also to doing so in an environmentally responsible way. We recognize that caring for the environment is a collective responsibility and aim to minimize our ecological footprint. This Environmental Policy outlines the key sustainability practices and initiatives in place at our playground and family activity venue.

Sustainable Playground Design

From the outset, KYKLAMINO incorporates sustainability into the design and structure of our facilities:

- **Eco-friendly Materials:** Wherever feasible, we use sustainable, non-toxic and durable materials in our playground equipment and facility construction. This includes using certified wood from sustainable forests, recycled materials for certain structures and low-VOC paints and finishes to ensure minimal environmental impact and safe play for children.
- **Natural Elements:** Our playground design integrates natural elements (such as plants, trees and gardens) to create a green environment. Not only do these features provide shade and beauty, but they also improve air quality and offer educational opportunities for children to learn about nature.
- **Inclusive and Lasting Design:** By building high-quality, resilient structures, we reduce the need for frequent replacement or repairs, thereby generating less waste over time. We plan our play areas to be adaptable so that as we update attractions, materials can be reused or repurposed when possible.

Eco-Friendly Cleaning Practices

Maintaining a clean facility is essential for health and safety, but we achieve this in ways that are mindful of the environment:

- **Green Cleaning Products:** We choose biodegradable and environmentally friendly cleaning agents for sanitizing play areas, bathrooms and equipment. These products are free of harsh chemicals to protect both our guests and the planet.
- **Routine & Training:** Our staff are trained in optimal cleaning practices that use the minimal necessary amounts of water and cleaning products, avoiding wasteful excess. Routine cleaning schedules are designed to keep the venue hygienic without unnecessary frequency that would waste resources.
- **Safe Disposal:** We ensure that any cleaning solutions or waste water are disposed of properly in accordance with environmental regulations, preventing contamination of soil or waterways.

Waste Reduction & Recycling

KYKLAMINO has implemented measures to reduce waste and promote recycling throughout our operations:

- **Recycling Bins:** Throughout our venue (in eating areas, near entrances, etc.), we provide clearly labeled recycling bins alongside regular trash bins. Guests and staff are encouraged to sort recyclables such as plastic bottles, aluminum cans and paper products into the appropriate bins.
- **Reducing Single-Use Items:** We actively minimize the use of single-use plastics and disposable items. For example, our on-site café (if one is present) uses reusable or compostable cups, plates and utensils instead of styrofoam or non-recyclable plastics. We discourage unnecessary packaging and opt for bulk dispensers (for items like condiments or hand soap) to reduce plastic waste.
- **Recycling Partnerships:** We partner with local recycling services to ensure that the materials collected in our recycling bins are properly processed. We also explore opportunities to recycle or donate items like old equipment, decorations, or electronics rather than throwing them away.
- **Waste Monitoring:** We keep track of the waste we produce and regularly evaluate how we can further reduce it. By monitoring waste levels, we can set targets for improvement – for example, reducing total waste year over year or increasing our recycling rate.

Energy and Water Conservation

We strive to minimize our energy and water usage as part of our commitment to environmental stewardship:

- **Energy-Efficient Lighting:** Our facility uses energy-saving LED lighting and automatic controls (like motion sensors or timers) to ensure lights are not left on when areas are not in use, especially after hours. This reduces electricity consumption significantly compared to traditional lighting.
- **Efficient Appliances and Equipment:** Any appliances or electronic equipment we use (from kitchen appliances to office computers) are chosen for their high energy efficiency ratings. We maintain equipment regularly so that it operates at peak efficiency and doesn't waste energy.
- **Renewable Energy:** Where possible, we explore renewable energy options. For example, if feasible, we may install solar panels to offset a portion of our electricity usage, or use solar water heaters for restroom facilities.
- **Water-Saving Measures:** We have installed water-efficient fixtures such as low-flow faucets, dual-flush toilets and timed irrigation systems for any landscaped areas. Our staff are trained to avoid water waste (e.g., using buckets and mops instead of free-running hoses for cleaning outdoor areas).
- **Monitoring Consumption:** We monitor our energy and water usage closely. By tracking consumption, we can identify spikes or leaks early and take corrective action. We also set internal goals to reduce energy and water usage over time without compromising our guests' experience.

Use of Biodegradable Materials

We are conscious of the materials we introduce into our environment, especially for items that are meant to be disposable or short-term:

- **Party Supplies:** For hosted events like birthday parties, we offer or encourage the use of biodegradable or recyclable party supplies. This includes items like paper straws, biodegradable balloons (or eco-friendly decorations in place of balloons) and paper or bamboo plates and cutlery. Our aim is to make celebrations fun yet eco-conscious.
- **Packaging:** Any products sold on-site (such as snacks or merchandise) are chosen with an eye towards minimal and eco-friendly packaging. We prefer suppliers who use recyclable or compostable materials to reduce the plastic and non-biodegradable waste generated.
- **Cleaning Supplies & Toiletries:** Even our consumable supplies like paper towels, toilet paper and trash bag liners are preferably made from recycled or biodegradable materials, reducing the environmental impact of our day-to-day operations.

By using biodegradable and earth-friendly materials, we reduce the long-term pollution and waste that would otherwise result from our venue's activities.

Environmental Education and Activities

A key part of our mission is to inspire children and families to care for the environment:

- **Educational Signage:** Around our venue, we include kid-friendly signs and information about recycling, saving water and protecting nature. These signs turn parts of our playground into mini learning stations, so children can pick up green tips as they play (e.g., a sign by the garden explaining how plants help the Earth, or reminders by the sinks to turn off the water and save resources).
- **Workshops and Events:** We occasionally organize fun educational activities, such as tree-planting days, recycling craft workshops, or eco-themed games during special events. For example, we might host a “Recycling Treasure Hunt” where kids learn to sort items correctly, or a family planting activity to add new flowers or trees to our grounds.
- **Collaboration with Schools/Groups:** We are open to collaborating with local schools or community organizations to host environmental awareness visits or talks. This allows us to extend our impact beyond our immediate visitors and be a community resource for sustainability education.
- **Role Modeling:** Our staff lead by example, demonstrating environmentally friendly habits (like picking up litter, using refillable water bottles and turning off lights when not needed). We believe that children learn by observing, so we strive to make our operations a living example of good environmental stewardship.

By integrating environmental education into our services, we hope to nurture the next generation of eco-conscious citizens in a fun and engaging way.

Continual Improvement

Our commitment to the environment is an ongoing journey. We regularly review our environmental practices and this policy to find areas for improvement. Feedback from visitors and the community is always welcome, as it helps us innovate and stay accountable in our sustainability mission.

KYKLAMINO’s management stays informed about new eco-friendly technologies and practices in the leisure and playground industry and we are open to adopting new measures that further reduce our environmental footprint.

Thank you for taking the time to read our Privacy & Environmental Policy. By visiting our Site or our venue, you are supporting a business that values both your privacy and our planet. We are always happy to answer any further questions you may have about our policies. Feel free to reach out to us via the contact information above for any inquiries related to privacy or sustainability at KYKLAMINO.