**Refunds on tickets to performances**

**cancelled due to the coronavirus outbreak**

Please submit the form if you have bought your ticket at the box office and would like to get a refund without leaving your home. Once you have submitted the form, we will no longer be able to make the refund on your ticket at the box office. Refunds on tickets bought online will be automatically credited to your account.

All refunds will be made by the end of the season, that is 16 June 2020.

Please e-mail the form to [zwrot@teatrwielki.pl](mailto:zwrot@teatrwielki.pl).

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| **Your details:** |  |
| **Name:** |  |
| **Surname:** |  |
| **E-mail:** |  |
| **Telephone no.:** |  |
| **Bank account number:** |  |
| **The account is registered to:** |  |
| **IBAN \*** *for foreign banks only* |  |
| **SWIFT CODE \*** *for foreign banks only* |  |

|  |  |
| --- | --- |
| **Ticket(s) details:** |  |
| **Performance title, time & date** |  |
| **(1) Ticket no.:  \****The 6-digit number in the bottom left-hand corner of the ticket* |  |
| **(2) Ticket no.:** |  |
| **(3) Ticket no.:** |  |
| **(4) Ticket no.:** |  |
| **(5) Ticket no.:** |  |
| **(6) Ticket no.:** |  |
| **(7) Ticket no.:** |  |
| **(8) Ticket no.:** |  |
| **(9) Ticket no.:** |  |
| **(10) Ticket no.:** |  |

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| **Additional comments:** |

☐ I consent to the processing of the personal data I provided above by Teatr Wielki – Polish National Opera in Warsaw for the purposes of ticket refund in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). I understand that I have the right to withdraw this consent at any time, the withdrawal will not, however, affect the legality of the processing carried out under the consent prior to its withdrawal.

Information about the processing of your personal data

1. The controller of the personal data you provided is Teatr Wielki – Polish National Opera, registered at pl. Teatralny 1, 00-950 Warsaw, Poland, tel.: +48 (22) 69 20 200; fax: +48 (22) 826 04 23.
2. If you have any questions about the data we keep and process, please contact our data protection officer:
3. by post: Inspektor Ochrony Danych, Teatr Wielki-Opera Narodowa, Pl. Teatralny 1, 00- 950 Warszawa;
4. by e-mail: iod@teatrwielki.pl.
5. Your personal data will be processed by entities that provide the controller with web hosting and technical support services, based on relevant written data protection and processing agreements.
6. Your personal data will be processed in connection with the ticket refund you requested based on your consent.
7. Your personal data will be processed until the refund has been made.
8. You have the right to:
9. access your data and receive their copy;
10. have your data rectified;
11. restrict the processing of your data;
12. have your data erased;
13. file a complaint with the President of the Office for Personal Data Protection (Urząd Ochrony Danych Osobowych, ul. Stawki 2, 00-193 Warszawa).
14. You have the right to withdraw your consent to the processing of your personal data at any time, the withdrawal will not, however, affect the legality of the processing carried out under your consent prior to its withdrawal.
15. Providing your personal data is voluntary, but necessary for the refund to be made.