



INTERNOTEL L.P. – PRIVACY POLICY

INTRODUCTION

“Personal data” means any information relating to an identified or identifiable natural person (“data subject”) which may allow, directly or indirectly, the identification of the latter.

Our company is committed to protecting our customers’ privacy and takes responsibility for the safety of customer data very seriously.

Therefore, we have drawn this Privacy Policy informing you about what information we collect and how we use and share it. All personal data is collected and processed in accordance with Greek and European Data Protection Laws, based on your consent.

We increase the protection of your personal data by implementing technical data protection measures and internal management procedures. Our systems and procedures are continuously developed to remain up to date.

It is important that you carefully read this Privacy Policy, as by using our services you agree to the practices described in this Privacy Policy.

If you do not agree with the practices described in this Privacy Policy, you should not use our services.

This Privacy Policy applies to all hotels operated by INTERNOTEL L.P.

PRIVACY POLICY

What personal data we collect

Information provided directly by you or through social networking services when you choose to communicate using such services.

We may request the following information about you and your accompanying persons for purposes related to your stay with us:

- Personal data and contact details (e.g. name, surname, date/place of birth, home address, nationality, passport/ID details, telephone, e-mail)
- Billing details (e.g. credit card number, bank account details)
- Travel details (e.g. date/time of arrival/departure, tour operator, flight number)
- Preferences (e.g. room type, location, floor, view, previous visits etc.)

- Questions and comments submitted before, during or after your stay in one of our Hotels.

Personal data, your preferences, any health issues or whether you are a smoker or not, can be described as sensitive.

We retain such information only if we are obliged to do so by applicable law or if you have explicitly given us your consent (e.g. in order to provide you with an appropriate service such as a special diet).

The data we collect on persons under the age of 16 are restricted to given name, surname, nationality, date of birth, and can be provided only by an adult/guardian.

Furthermore, audio-visual information may be collected through closed circuit TV (CCTV) for security reasons.

For what purposes we collect data

We collect and use personal data to manage your reservation, your stay with us, to monitor the use of services provided to you and to offer personalised and improved services to you.

We are obliged by law to collect certain personal data and to store information for longer periods.

When we collect personal data

We collect personal data during various processes such as:

- Room reservation
- Check-in/out
- Payment
- Reservation of hotel services and activities
- Various requests, complaints and/or disputes
- Transmission from third parties (travel agencies, on/offline reservation systems etc.)
- Actions through electronic devices (connection to the hotels' WIFI network, satisfaction survey forms etc.)

How we store the data

We have taken reasonable organisational and technical measures in order to protect the information that we collect in relation to our services, especially with regard to sensitive personal data that may be collected. International standards and practices are implemented in order to ensure the safety of networks and the encryption of data.

Despite the reasonable measures we take for the protection of your information, however, no website, Internet transmission, computer system or wireless connection is ever completely safe.

We take measures to ensure that personal data is stored no longer than needed for the purpose for which it has been collected and no longer than required by the applicable legislation.

Cookies etc.: When you use a web browser to access our website and services, you can control cookie settings according to your preference.

Depending on your settings, you agree to the storage of cookies, other local storage technologies, and other information on your devices when you access and use our services. You also allow us and the aforementioned third parties to access these cookies, local storage technologies and information.

Who we disclose data to

It is part of our basic principles to not disclose your information to third parties for unrelated business or marketing purposes without your consent.

We may disclose your information to companies that provide services on our account such as banks, credit card institutions, law firms etc. and other third parties, if so required by law.

In order to provide you with the best possible service, we allow access to your personal data to authorised staff members and to medical services, if and when required.

Access, correction and deletion of data

You may at any time request details on the information we collect, to modify, update or delete such information. We may refuse to handle requests that jeopardise the privacy protection of others or involve procedures we are not authorized to access by law.

If you wish to submit a request for access, modification or deletion of your data, please send your written request to info@internotel.gr.

Updates

Please check this policy on a regular base as it may be amended from time to time.

Questions and contact

If you have any questions with regard to this Privacy Policy or the protection and safety of data at INTERNOTEL L.P. – Calla Luxury Seafront Suites, please contact us at info@internotel.gr.