

Terms and Conditions for processing personal data (GDPR)

("Terms and Conditions")

Terms used:

Company: Shotty s.r.o.
headquarters: Rytířská 77/2, Děčín III-Staré Město, 405 02 Děčín
ID: 28704231
Hotel: Wellness Hotel Kocanda
Address : Polabí 153/3, Děčín III-Staré Město, 405 02 Děčín

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Customer: natural or legal person using the services of the operator

Regulation: Regulation (EU) No 2016/679 of the European Parliament and of the Council of 27 April 2016, General Data Protection Regulation

General provisions

1. The subject of these terms and conditions is to ensure the processing of personal data of Customers obtained in the course of the Hotel's business activities and to establish the obligation to maintain confidentiality of such information obtained, to the extent and under the conditions set out in these terms and conditions.
2. The hotel undertakes to process the personal data of customers in accordance with these terms and conditions. These terms and conditions are made within the scope of the rights and obligations arising from the relevant legislation, in particular Regulation (EU) No 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation ("the **Regulation**"), when processing personal data pursuant to the preceding paragraph.

Rights, obligations and confidentiality

1. The Hotel undertakes to take such technical, personnel and other necessary measures to prevent unauthorised or accidental access to personal data, their alteration, destruction or loss, unauthorised transfers, other unauthorised processing or other misuse of personal data.
2. In connection with the provision of accommodation services, the Hotel is obliged to process the personal data of guests. These data are handled in particular by:
 - a. Hotel receptionist
 - b. Hotel Manager
 - c. Operating hotel
 - d. Accountant
 - e. Communications Network Manager

3. The above-mentioned users have been informed about the sensitivity of personal data. They handle the personal data of guests exclusively within the scope of the services provided by the Hotel. Neither the Hotel nor its employees pass on guests' personal data to other entities. Other processors of guests' personal data are:
 - a. Hotel system: Previo s.r.o., ID: 25975234
 - b. Accounting firm: Account Consult s.r.o. ID: 25042041
4. The conditions of processing and handling of guests' personal data are regulated in the processing contract between the hotel and the processor.

DPO, Trustee

1. Eva Šotková, hotel@kocanda-decin.cz, is the Hotel's agent. The Hotel has provided the person in charge with the training necessary to perform the function of the person in charge in accordance with the Regulation.

Customer information

1. The hotel has a legal obligation to keep certain personal data about its guests, in particular **name, surname, date of birth, address and period of accommodation, number and type of document, visa if applicable, purpose of stay**. This obligation is governed by **the Act on the Residence of Foreigners in the Czech Republic (326/1999)** and the **Act on Local Taxes (565/1990)**. According to this legislation, the hotel is obliged to keep personal data on customers for 6 years.
2. The customer has the right to ask the hotel for an overview of his/her personal data at any time. This information is stored in the guest card in the hotel system and in a record book, which is kept in hard copy in a locked room. In the event of a request for deletion of personal data, the Hotel will delete the guest card and shred the room and register book. However, the Hotel must comply with the above laws. The personal data listed above can only be deleted after the legal deadline has passed.

Technical and organisational safeguards for the protection of personal data

1. The Hotel undertakes to ensure the technical and organisational protection of the personal data processed in such a way that unauthorised or accidental access to the data, their alteration, destruction or loss, unauthorised transfers, other unauthorised processing and other misuse cannot occur and that all the obligations of the data controller arising from legal regulations, in particular the Regulation, are ensured by staff and organisation at all times during the processing of the data.
2. The hotel undertakes to ensure that the processing of data is secured in particular in the following way:
 - a) personal data will be accessed only by authorized persons of the Hotel, who will have the terms and scope of data processing set by the Hotel and each such person will access the personal data under their unique identifier;

- b) personal data will be processed in the Hotel's premises, to which only authorised persons or its contractors (subcontractors) bound by the same obligations will have access;
 - c) the Hotel shall prevent the unauthorised reading, creation, copying, transmission, modification or deletion of records containing personal data;
 - d) take measures to identify and verify to whom the personal data have been transmitted, processed, modified or erased.
3. The Hotel undertakes to ensure through its own internal regulations or special contractual arrangements that its employees and other persons who will process personal data will do so only under the conditions and to the extent specified by the Hotel and in accordance with the Hotel's instructions. In particular, he/she will himself/herself (and will also bind such persons named) to maintain confidentiality of personal data and of security measures, the disclosure of which would compromise the security of personal data, even after termination of employment or relevant work with the Hotel.

Camera system

1. The hotel uses a CCTV system to prevent the protection of its customers, its property and their property. The hotel declares that it does not work with the recordings in any way, does not provide them to third parties or entities.

Date 1. 1. 2024

Please take the time to read the privacy notice.

Why do we collect information?

The information is collected to facilitate the booking process between the customer and the Hotel. To offer you additional services where you consent to such offers and/or to help us improve the process for future use.

For what purposes do we collect information?

- Progress or support of the booking process
- Voluntary customer registration process for the newsletter
- Statistical use of the system for possible improvements
- There is no other use of the information collected, in particular the information is never passed on to third parties without consent

Who has access to some or all of the information collected?

- The accommodation provider where your reservation will be made - Website and booking form provider
- Authorised institutions

What access do we guarantee our visitors to the information we collect that concerns them?

- Access to all information collected is available at any time upon request
- If you believe that our website or systems have collected incorrect information or if you wish to dispute any information, please contact us.

Cookie Terms

What are Cookies?

Cookies are small files that store information in your browser and are commonly used to distinguish individual users. However, the user is not identifiable on the basis of this information.

What we use cookies for

to ensure that our site is working properly so that you can complete the booking process with the least possible inconvenience. - to find out which pages and features visitors use most often.

What cookies we use:

The cookies used on our website can be divided into two basic types in terms of their durability. Short-term "session cookies" which are only temporary and remain stored in your browser only until you close your browser, and long-term "persistent cookies" which remain stored on your device for much longer or until you manually delete them (the length of time cookies remain on your device depends on the setting of the cookie itself and your browser settings).

In terms of the function that each cookie performs, cookies can be divided into:

- conversion, which allows us to analyse the performance of different sales channels -
- tracking, which in combination with conversion helps to analyze the performance of different sales channels
- remarketing, which we use to personalise the content of ads and target them correctly
- analytics that help us improve the user experience of our website by understanding how users use it
- essential, which are important for the basic functionality of the site

Some cookies may collect information that is subsequently used by third parties and which, for example, directly supports our advertising activities (so-called "third-party cookies"). However, you cannot be identified by this information.

The cookies we use allow us to improve our website.

If you do not want to receive cookies, you can adjust your browser settings. The Help function directly in your browser explains how to change these settings. You can also visit www.aboutcookies.org for comprehensive information on how to manage cookies across a wide range of browsers.

Please note that by blocking cookies, you may not be able to take full advantage of all the features of this website, in particular the use of the booking engine to complete your booking.