# GUEST INFORMATION

ARTICLES 13-14 OF EU REGULATION 27.04.2016 NO. 679
"GENERAL DATA PROTECTION REGULATION""

Dear Guest,
Albergo Celide Srl, as Data Controller, herewith wish to inform you that, pursuant to Arts. 13 and 14 of EU Regulation 2016/679 "General Data Protection Regulation" (hereinafter "Regulation"), the data you provide upon check-in and those collected during your stay at our hotel will be processed in the manner and for the purposes indicated below.

## TYPES OF PERSONAL DATA PROCESSED

The following personal data may be processed:

a) Personal data, contact details (email and telephone number), tax information, payment information (bank details and credit cards), identity document details, and information relating to the guest's personal devices;
b) Image;
c) Personal data collected during your stay relating to your tastes and preferences, necessary to guarantee a high-level personalized service that meets your needs.

| PURPOSES OF PROCESSING | LEGAL BASIS | NATURE OF THE PROVISION AND RETENTION PERIODS |
|---|---|---|
| • To manage your stay at our hotel, providing our hospitality and catering services;;<br>• To provide ancillary services made available by our facility;<br>• To fulfil administrative and accounting obligations;<br>• To comply with legal obligations, particularly those set forth in the "Consolidated Law on Public Security" (communication of your personal details to the Police Headquarters). | The processing of your data is based on the performance of the contract to which you are a party, as well as the need to comply with legal obligations. | The provision of data is necessary; if you refuse, we will not be able to accommodate you at our facility and offer you the requested services. The data provided will be retained for the period established by the relevant legislation. |
| • To collect information about your tastes and preferences to ensure you receive a high level of personalized service, including during subsequent stays at our hotel. | The processing of your data is based on the consent you may have given. We remind you that you can withdraw your consent at any time and as easily as you previously gave it by writing to: *info@albergocelide.it* | Providing your data is optional; failure to provide it will prevent us from providing you with personalized services, even during subsequent stays. Unless you withdraw your consent, your data will be retained for a maximum of 36 months from your last visit to our hotel. |

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| • To ensure your safety and that of the hotel's employees, and protect the hotel's property through video surveillance. | The legal basis is the Data Controller's legitimate interest in ensuring the safety of individuals and protecting company assets. | The images are retained for 48 hours. After this period, the images will be overwritten by the video surveillance system. |
| • To send promotional and informational communications about our hotel's services and offers. | The processing of your data is based on the consent you may have given. Please note that you can withdraw your consent at any time and as easily as you previously gave it by writing to: *info@albergocelide.it* or by clicking on the *unsubscribe* link included in every communication. | Providing your data is optional; failure to provide it will prevent us from sending you promotional and informational communications regarding our activities. The data provided will be retained, unless revoked in advance, for a maximum of 3 years from your last interaction with our communications. |

## RECIPIENTS OF PERSONAL DATA

Your data will be processed by authorized personnel, appropriately trained and operating under the authority and responsibility of the Data Controller. Some of the information may be disclosed to the following entities: Public bodies; Law firms or consulting firms with specific mandates; IT systems support and maintenance companies; Other entities or companies that perform activities instrumental to the purposes indicated above on behalf of the Data Controller.
The above-mentioned entities will be disclosed only the data strictly necessary for the performance of their functions. A detailed list of these entities is available at the Data Controller's headquarters and will be provided upon request by writing to the following email address: *info@albergocelide.it*.

## YOUR RIGHTS

We also inform you that, with respect to your data, you may exercise the rights provided for in Chapter III of the Regulation at any time. In particular, you have the right to request from the Data Controller access to your data, its rectification or erasure, the integration of incomplete data, and the restriction of processing; to receive the data in a structured, commonly used, and machine-readable format; to withdraw any consent given and to object, in whole or in part, to the use of the data, as well as to exercise other rights granted to you by the applicable legislation.
Pursuant to Article 77 of the Regulation, you also have the right to lodge a complaint with the Italian Data Protection Authority if you believe that the processing violates the aforementioned Regulation.

## CONTACT DETAILS OF THE DATA CONTROLLER

Albergo Celide Srl, Viale G. Giusti, no. 25, 55100 Lucca
E-mail: *info@albergocelide.it* -: Telephone number: +39 0583 954106