PRIVACY POLICY FOR ONLINE BOOKINGS

Pursuant to Arts. 13 and 14 of EU Regulation 2016/679 on the protection of personal data (hereinafter the Regulation), Albergo Celide Srl, in its capacity as Data Controller, hereby informs users who book a stay through the website of the purposes and methods by which the personal data provided will be processed.

1. Type of personal data processed

The following personal data may be processed:

- personal details (name and surname);
- contact details (email address, telephone number);
- data relating to the stay (arrival and departure dates, number of guests, preferences);
- credit card information;
- additional information provided in the event of special requests or preferences.

2. Purpose of processing

The data will be processed to process the reservation, send specific information relevant to its confirmation (the reservation code and terms and conditions of stay), as well as for administrative, accounting, and tax compliance.
Credit card information will be used to process immediate payment for reservations related to special offers. For standard reservations, however, the credit card will be used exclusively to guarantee the reservation, and payment will be made directly at the hotel.

3. Legal basis and nature of the provision

The legal basis for the processing is the performance of a contract or the implementation of pre-contractual measures adopted at the user's request and compliance with legal obligations. The provision of personal data is necessary to manage the request, and failure to provide it will make it impossible for our staff to complete the reservation process.

4. Retention periods

The data will be collected and retained for the period of time necessary to achieve the purposes indicated above and, in any case, no longer than the retention periods required by law.

5. Recipients of personal data

The data will be processed by designated personnel, appropriately trained and operating under the authority and responsibility of the Data Controller.
Some of the information may also be disclosed to the following entities:

• Internet and email service providers;
• IT system support and maintenance companies;
• Law firms or consulting firms specifically mandated;
• Other entities or companies that perform activities instrumental to the purposes indicated above.

The above-mentioned parties will only be provided with the data strictly necessary to perform their functions. A detailed list of these parties is available at the Data Controller's office and will be provided upon request by writing to the following email address: *info@albergocelide.it.*

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6. Rights of the Data Subject

We also inform you that, with respect to your data, you may exercise the rights set forth in Chapter III of the Regulation at any time. Specifically, you have the right to request from the Data Controller access to your data, its rectification or erasure, the completion of incomplete data, and the restriction of its processing; to receive your data in a structured, commonly used, and machine-readable format; to withdraw any consent you may have given regarding the processing of your data and to object, in whole or in part, to its use, as well as to exercise other rights granted to you by applicable law. These rights may be exercised by writing to the addresses below or by email to the following address: *info@albergocelide.it*.
Furthermore, pursuant to Article 77 of the Regulation, you have the right to lodge a complaint with the Italian Data Protection Authority if you believe that any processing of your data violates the aforementioned Regulation.

7. Contact details of the Data Controller

Albergo Celide Srl, Viale G. Giusti, n. 25, 55100 Lucca.
Email: info@albergocelide.it - Telephone number: +39 0583 954106