PRIVACY POLICY

1. INTRODUCTION

Your privacy is important to us, therefore we have adopted a Privacy Policy regarding how we collect, use, transfer, and store your data. We invite you to read this document to understand our privacy practices. If you have any questions, please contact us using the contact information below.

With this document, **Albergo Celide Srl** provides, pursuant to Articles 13 and 14 of European Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data (hereinafter "GDPR"), certain information regarding the use of the website *www.albergocelide.it* (hereinafter referred to as the "Site") and any related personal data processing.

2. DATA PROCESSED AND NATURE OF THE PROVISION

2.*1 Data collected during use of the website*

Personal data may be used to identify or contact the user, as well as to offer better services to all our users.

Data collected automatically

The computer systems and software procedures used to operate the website and all the Hotel's applications acquire, during their normal operation, certain personal data whose transmission is implicit in the use of Internet communication protocols. This information is not collected to be associated with identified data subjects, but by its very nature, it could, through processing and association with data held by third parties, allow users to be identified. This category of data includes the IP address or domain name of the device used, the operating system, the model and brand of the device, the telephone operator, the URI (Uniform Resource Identifier) addresses of the requested resources, the time of the request, the method used to submit the request to the server, the size of the file obtained in response, the numerical code indicating the status of the response given by the server (successful, error, etc.), and other parameters relating to the operating system and the IT environment of your device. This data is used to compile anonymous statistics on the use of the website and to verify its correct functioning.

Data provided voluntarily by the users

If you choose to interact with any forms on the site or contact us by email, you may be asked to submit and/or provide certain personal information, which is necessary to identify you and/or respond to your requests. The information that may be requested includes, but is not limited to, your first and last name, email address, telephone number, and the type of request.

The user is responsible for the accuracy of the personal information submitted/provided to us.

2.2 Data Provision

Except as specified for browsing data, the user is free to provide their personal data. However, failure to provide such data may make it impossible to fulfil the request.

3. PURPOSE OF PROCESSING AND LEGAL BASIS

3.1 Your data will be processed:

a) to allow you to use the features provided by the website and, in particular, to allow you to book your stay at our property;

b) to respond to any requests you may have;

c) for the technical management of the website's services;

d) to exercise the Data Controller's rights.

Other purposes may be indicated in the privacy notices related to the use of specific services.

3.2 Legal Basis for Processing

In relation to purposes 3.1.a and 3.1.b, the legal basis for processing is the performance of a contract to which the data subject is a party and/or the implementation of pre-contractual measures adopted at the data subject's request.

PRIVACY POLICY

For purposes 3.1.c and 3.1.d, the legal basis for processing is the Data Controller's legitimate interest in proper system administration, as well as in exercising and defending its rights.

4. RETENTION PERIOD

Your data will be processed for the time necessary to process your requests and, where necessary, for the period required by law.
After the aforementioned retention periods have elapsed, your personal data will be destroyed, deleted, or anonymized, in accordance with technical deletion and backup procedures.

5. PROCESSING METHODS AND USE

The data will be processed, in compliance with the necessary security and confidentiality, collected and recorded for specific, explicit, and legitimate purposes.
All data processing is based on the principles of fairness, lawfulness, and transparency and may be carried out both manually and through automated means. It will be carried out using appropriate technical and organizational measures, avoiding the risk of loss, destruction, unauthorized access or disclosure, or otherwise unlawful use, as well as using reasonable measures to promptly delete or rectify any inaccurate data.

6. DATA RECIPIENTS

The personal data provided will be processed by authorized personnel, appropriately trained and operating under the authority and responsibility of the Data Controller. Personal data may also be processed by third parties who provide ancillary services, including communication, email, hosting, and website maintenance, and other service providers related to the aforementioned purposes. Only the data strictly necessary for the performance of their functions will be disclosed to the aforementioned parties.
The updated list of all recipients is available at the Data Controller's headquarters and will be provided upon request by the interested party by writing to the following email address: *info@albergocelide.it*.

7. YOUR RIGHTS

Regarding your data, you may exercise the rights provided for in CHAPTER III of the GDPR 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 processing; to receive the data in a structured, commonly used, and machine-readable format; to object, in whole or in part, to the use of your data, as well as to exercise other rights recognized by applicable law.
You may exercise your rights by writing to the following email address: *info@albergocelide.it.*
Furthermore, pursuant to Art. 77 of the GDPR, you have the right to lodge a complaint with the Italian Data Protection Authority if you believe that the processing violates the aforementioned Regulation.

8. USE OF COOKIES AND COOKIE POLICY

At the following link https://www.albergocelide.it/cookie-policy/ you can find all the information on the cookies installed through this site, as well as instructions on how to manage your cookie preferences.

9. CHANGES TO THIS PRIVACY POLICY

Albergo Celide S.r.l., as Data Controller, reserves the right to make changes to this privacy policy at any time by giving notice to Users on this page. Therefore, please consult this page using the date of the last modification indicated at the bottom.

PRIVACY POLICY

10. CONTACT DETAILS OF THE DATA CONTROLLER

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