

## Information necessary for the processing of the guest's personal data

Declaration made in accordance with Art. 13 of EU Regulation 2016/679 issued by the European Parliament and Council on 27 April, 2016 concerning the protection of natural persons as regards the processing of their personal data , as well as the free circulation of such data, and which abrogates Directive 95/46/EC (General Regulations for the protection of data).

In accordance with the EU General Regulations for the protection of data (Regulation 2016/679 issued by the European Parliament and Council), please be informed that:

### NAME AND CONTACT DETAILS OF THE CONTROLLER

The data controller is:

Residence Oberhauser, Luns 18, 39031 Bruneck/Italy, VAT no. 02477080218

Tel: +39 0474 401301, E-Mail: [info@residence-oberhauser.it](mailto:info@residence-oberhauser.it), [www.residence-oberhauser.it](http://www.residence-oberhauser.it)

### PERSONAL DATA AND SPECIAL CATEGORIES OF DATA

The following are considered as being your personal data:

- personal data (surname, name, address, e-mail, telephone number, fax number, date of birth)
- as well as your language and the license plate of your vehicle
- the data shown in your passport or identity card
- data relative to the method of payment or otherwise connected with your payments (e.g. bank coordinates, details of credit card)
- date of arrival and length of stay

Special categories include data relative to health and specific personal needs.

### MOTIVES FOR THE PROCESSING OF PERSONAL DATA AND LEGAL GROUND FOR THEIR PROCESSING

The data provided will be processed for the following purposes:

- For compliance with legal obligations
- For the implementation of pre-contractual and contractual requirements relative to the guest's visit (booking, period of stay, departure etc.)
- Forwarding of communications and telephone calls directly to the guest
- Memorization of the data for the purpose of future bookings and requests
- Forwarding of information, special offers and new features offered by the hotel and the other associated hotels by e-mail, ordinary mail, and other means of communication concerning the hotel, the local area and any local events etc.

Legal ground for the processing of your data:

- compliance with legal and judicial obligations
- compliance with obligations and pre-contractual and contractual requirements
- your consent
- legitimate interests (e.g. for improvements to our client service and our contacts with the clients – also regarding direct advertising – or video surveillance intended to protect persons and property from possible aggression, theft, robbery, damage and vandalism, as well as for fire protection and safety in the workplace).

## RECIPIENTS OF THE PERSONAL DATA

In most cases, your personal data will not be provided to third parties. In special circumstances, however, the data may:

- be forwarded to other departments within the hotel, subject to the limits of legitimate use;
- be forwarded to the following hotel employees, or to third-party subjects, when necessary to meet your requests or in order to provide specific services:
  - Subcontractors for technical analysis and verification, payments, identification and delivery services, analytical suppliers or credit insurance agencies
  - The public administration and the Authorities, in the case in which there is a legal obligation
  - To credit institutions with which we have commercial relations for the management of receivables/payables and with financial intermediation.
  - Any natural or legal person, public and / or private (legal, administrative and tax advice, courts, chambers of commerce, etc..) if the forwarding of data is necessary or relevant to the conduct of our business.

The recipients listed above are required by us to comply with all current norms and standards governing the protection of data.

Your personal data will not be forwarded to third countries nor to international organizations outside the EU.

## DURATION OF CONSERVATION OF DATA

The duration of the conservation of the data is calculated on the basis of the obligations for the conservation of the data and the requirements contemplated by the law. If your personal data are processed in order to comply with a legal requirement or a contractual obligation, they will be kept only for the time that is strictly necessary for their processing. If the data are processed with your consent, they will be kept until that consent is revoked.

## RIGHTS OF THE DATA SUBJECT

Right of access by the data subject: In accordance with art. 15 of the GDPR, you are entitled to be informed of the personal data processed, their provenance, nature, possible forwarding to third parties (in such case identifying the same) and their utilization.

Right of rectification and erasure: In accordance with art. 16 of the GDPR, you may at any time require the rectification or completion of your personal data. Similarly, in accordance with art. 17 of the GDPR, you are entitled to require the erasure of the data. In the presence of published data, you also enjoy the "right to be forgotten", i.e. to request that the measures necessary to erase all the links, copies, replications and similar.

Right to object: You may at any time exercise your right to object as described in art. 21 of the GDPR and modify or entirely revoke your consent for the future.

Right of restriction (or blocking) of processing: In accordance with art. 18 of the GDPR, you may require the restriction of the processing of your personal data. The relevant data may be processed only subject to specific prior consent, i.e. their processing will be effectively limited.

Right to data portability: In accordance with art. 20 of the GDPR, you are entitled to request and receive the personal data provided by yourself in a structured, commonly used and machine-readable format, and you have the right to require their transmission to another controller.

In accordance with art. 77 of the GDPR, you have the right to lodge a complaint with the supervisory authority.

## CHARACTERISTICS OF CONSENT

Your personal data will be processed in accordance with the contract and with current legislation, as set forth in the provisions of EU Regulation 679/2016 (GDPR).

Consent for the processing of personal data included in special categories is given on a voluntary basis. In the absence of such consent, the personal data cannot be processed for any future bookings.

Consent for the processing of personal data as regards the forwarding of information, special offers and new features offered by the hotel, too, is voluntary. If the personal data are not provided, then offers and other information shall not be supplied.

## USE OF COOKIES

In order to constantly improve the navigation of our website, our company uses cookies. Cookies are text files containing data, which during the navigation to a website are stored in the visitor's computer through the browser. The storage of these data is necessary for the access recognition. You can delete any cookies stored in your computer at any time through the settings of your browser, or even set the browser so that cookies are no longer stored in the future. Should you decide on the latter, we cannot ensure that you will be able to use our website normally, and some services and functionalities may no longer be available. More information on cookies and their usage is available in the dedicated section.

## CONTACT FORM

Should you decide to contact us using the contact form on our website, you will be asked to enter some personal data. This enables us to process your query. This is also the reason why the corresponding fields of the contact form are marked with an asterisk, or in any another way, as mandatory fields. The entering of personal or sensitive data other than those marked as mandatory will be at your discretion. Failure to enter, even in part, the mandatory information marked with an asterisk or similar character may result in the impossibility for us to answer your requests or deliver the requested services. The forwarding of requests using the contact form constitutes your implicit acceptance of the treatment of your personal data. The data that you transmit are treated and stored for a period of time strictly necessary for the processing of your request.

## NEWSLETTER

The forwarding of a newsletter containing commercial information complies with your previous consent or with the existing legal requirements. Our newsletter contains information of our company activities, our services, offers and news (for example, new communication platforms, suggestions, travel recommendations and offers, offers that are complementary to your travels, vouchers, competitions, and indications on how to participate to the blog). These communications may also be sent by our commercial partners. The frequency of our newsletter depends on the topics. In any case, before sending our newsletters, we make sure that we have received your preliminary consent through a system called Double Opt-in, in accordance with the provisions of art. 6, paragraph 1, letter b) of the GDPR. The recipient's details may be transmitted to our technical partners for the newsletter sending. This collaboration is regulated by a personal data treatment sub-owner contract, as required by the GDPR. In compliance with current regulations, it is our duty to monitor and store the received consent for the newsletter. For this purpose, we store your subscription and confirmation of willingness to accept the newsletter. The personal data that you forward to us on such occasion are only used for the personalisation and heading of the newsletter. The subscription can be cancelled at any time in the newsletter itself. The period of conservation of the data is equal to the period of use of the service and the subscription itself.

## PROFILING

Profiling is any type of automated personal data processing activity that consists in using the information to assess, analyse and predict certain aspects of a natural person. For this type of marketing activities we signed agreements with third parties.

## GOOGLE ANALYTICS

This website uses Google Analytics, a Google Inc. ("Google") advertising efficiency analysis service. Google Analytics uses so-called "cookies", small text files that are stored on the visitor's computers and allow assessing the use of the website. The information (including the user's IP address) is collected through cookies and sent to a server in the USA, where it is stored. Google then uses this information to analyse the navigation of our website, create reports of the activities on the website and provide different services. In some cases, Google may also transfer the information to third parties, for example if required by law or to other companies that process data on its behalf. Your IP address can under no circumstances be used by Google for purposes other than those indicated above. By visiting the website users agree to the treatment of their own personal data by Google for the above purposes. The installation of cookies on your computer may be prevented by adjusting your browser settings accordingly. However, in this case you need to be aware that the disabling of cookies could limit the quality of your navigation through the website, or your use of the same. To prevent Google from collecting and processing data as explained above, you need to download and install the following plugin: <https://tools.google.com/dlpage/gaoptout?hl=gb>. Further information on the conditions of use and the Google Analytics data protection policy is available at the following link:

<https://www.google.com/analytics/terms/gb.html> or <https://support.google.com/analytics/answer/6004245?hl=gb>.

The website uses Google Analytics in IP-Masking mode, to ensure that IP addresses are collected in an anonymous format. It is important to point out that we use Google Analytics to evaluate and analyse AdWords data for statistical purposes, and also Double-Click-Cookie. Should you not be happy with this activity, you can disable it by visiting <https://adssettings.google.com/?hl=gb>.

## GOOGLE FONTS

This website uses Web Fonts to ensure the correct display of the graphic content made available by Google. When loading our website, your browser also loads the necessary fonts in the Cache area of the browser itself, so that graphic content is displayed correctly.

In order to do so, the browser needs to connect to the Google server, which will then receive the information that your IP address has loaded our website. The use of Web Fonts by Google ensures a clean and visually enjoyable navigation experience. This represents a legitimate interest also according art. 6, paragraph 1, letter f) of the GDPR. Further information on the use of Web Fonts is available at the following link:

<https://developers.google.com/fonts/faq> , or can be found in the privacy notice of Google itself at <https://www.google.com/policies/privacy/>.

## SSL CERTIFICATE

We treat personal data collected on the website using computerised processes. Personal data are protected by Secure Socket Layer (SSL) encryption. This technology protects the user from the risk of unintentional disclosure of personal data when using an unprotected connection.

The user is notified when accessing a protected connection by a padlock icon. By clicking the padlock icon, the user can then make sure that the SSL certificate is valid and up to date.