



PRIVACY POLICY VILA Cheia

The processing of personal data is done in accordance with the legal provisions regarding the protection of personal data, including EU Regulation 2016/679 (hereinafter GDPR).

Please take into consideration that our services are addressed exclusively to people who have reached the age of 18 and we do not process the data of minors.

What personal data do we collect?

If you choose to use our site or benefit from our services, we may collect the following personal information about you:

- name, surname, contact details: when you contact us, in order to answer your requests or questions;
- name, surname, contact details, home address, identity document, nationality, date of birth, date of arrival and departure: in order to provide accommodation services;
- card or bank account details;
- the image of the targeted person: captured by the video monitoring cameras;

- any other data you choose to provide us, in connection with the services we provide (such as: allergies, ...)
- name, surname, contact details: for issuing and using vouchers;

The information we collect is necessary to provide you with accommodation services or to respond to your requests, and if you refuse to provide it to us, you may not be able to take full advantage of our services.

How do we collect personal data?

We collect information about you in three ways:

1. a) Directly – when you contact us; when completing the feedback questionnaires, when you fill in the accommodation form.
2. b) Indirectly – for example when data from the booking platform is being provided in order to make reservations and / or generate the accommodation card, to which we will have access.
3. c) Automatically – when you access our site, we collect information through cookies, as well as in the case of images captured by video surveillance cameras in our location. For more information on the use of cookies, you can find [here](#)
4. c) From third parties – we can also obtain information about you from third parties, such as when another person makes the reservation on your behalf, in case of group bookings or when a voucher is being issued/transferred;

To what end do we use your personal data?

When you interact with us we will collect personal data and use them for the following purposes:

- processing reservations/booking;
- preparing the accommodation form;
- processing the payments you have made;
- providing customer service;
- issuing and using vouchers;
- fulfillment of legal obligations or compliance with the provisions of public authorities.

Duration of processing of personal data Personal

Your data will be stored exclusively for the period necessary for the provision of services, the settlement of your requests or the settlement of any disputes.

Also, certain data will be stored for the period provided by law, for example:

- data contained in the accounting documents will be archived, according to law for a period of 10 years;
- data provided by the accommodation card, will be archived and stored for a period of 5 years;
- images captured by surveillance cameras will be stored for a maximum of 30 days;

At the end of the storage period the data will be destroyed or anonymized, depending on their storage format.

To whom do we transfer your data?

We guarantee that your data will not be transferred, sold or rented to individuals or legal entities without your consent. However, we may disclose your data to third parties to ensure that you can benefit from our services, such as to service providers who operate our website or online payment system, marketing agencies, public authorities or institutions. .

Your data will not be transferred outside the European Economic Area.

Data processing of other persons

In case you choose to provide us with the personal data of other people, such as when you when you book a room on behalf of others or when you want to transfer a voucher, you assume responsibility on how you obtained this data legally and you have a legal basis for processing their personal data, in accordance with GDPR. We are not responsible for violating the rights of those persons.

Updating the Data Privacy Policy

We reserve the right to add, modify or delete portions of this Privacy Policy in the future to ensure that the information contained therein provides relevant and appropriate information regarding our collection and processing of personal data.