

INFORMATION ON THE PROTECTION AND PROCESSING OF PERSONAL DATA

1. The administrator of the Guest's personal data, i.e. the entity deciding how the Guest's personal data will be used, is the Company operating under the company name: Centrum Sportowo - Konferencyjne Gniewino Limited liability company with its registered office in Gniewino at ul. Sportowa 5 (84-250 Gniewino), registered under the National Court Register number: 0000345609, whose registration documentation is kept by the Gdańsk-Północ District Court in Gdańsk, 8th Commercial Department of the National Court Register (hereinafter referred to as the "Company").
2. The Mistral Sport Hotel (hereinafter referred to as the "Hotel") is run and managed by the Company.
3. The company received the Guest's personal data in connection with contact regarding orders, valuations or reservations, via the online reservation system, e-mail, telephone communication, through partner portals or during the Guest's lodging in the Hotel.
4. The Company may process the Guest's personal data, as it is necessary for the performance, preparation and implementation of the contract that the Hotel may conclude with the Guest in connection with the process of booking rooms at the Hotel, including:
 - a) Handling initial booking inquiries, e.g. answers to inquiries about the availability of rooms in the Hotel,
 - b) Preliminary proceedings in the booking process, e.g. answers to inquiries about the requirements or preferences of stay, number of nights, number of persons, as well as preferences regarding SPA treatments or gastronomy services,
 - c) Providing ongoing support for orders or contracts, as well as resolving any disputes,
 - d) Implementation of Hotel contracts,
 - e) Settlements, e.g. issuing invoices,
 - f) Implementation of loyalty programs for regular Guests,
 - g) Handling complaints,
 - h) Handling requests that the Guest submit (e.g. via the contact form) to the Hotel,
 - i) Contacting the Guest, including for purposes related to the provision of services, as well as in situations not directly related to the performance of the contract,
 - j) Debt collection, court proceedings, arbitration and mediation proceedings,
 - k) Video monitoring of traffic on the Company premises,
 - l) Conducting statistical analyzes.
5. In addition, the law requires the Hotel to process the Guest's personal data for tax and accounting purposes. The Hotel stores data for archival purposes and to ensure accountability (demonstrate compliance with applicable legal obligations).
6. Providing data by the Guest is voluntary, but necessary to provide Hotel services. The Hotel requires the Guest to provide personal or contact details to be able to conclude and perform the contract concluded in connection with the booking of rooms at the Hotel. If for some reason the Guest does not provide this personal data, the Hotel will not be able to provide the Guest with an offer, make a preliminary reservation or conclude a contract, and as a consequence it will not be possible for the Guest to use the Hotel services. If required by law, the Hotel may require the Guest to provide other necessary data, e.g. for accounting or tax reasons. In all other respects, providing personal data by the Guest is voluntary.
7. The company guarantees that all the Guest's rights under the General Data Protection Regulation are met, i.e. the right to access, rectify and delete data, limit data processing, the right to transfer the data, the right not to be subject to automated decision making, including profiling, as well as the right to object to the processing of personal data .
8. The Guest may exercise these rights when:
 - a) Regarding the request for correction of data: when the Guest notices that the data is incorrect or incomplete,

- b) In relation to the request to delete data: data will no longer be necessary for the purposes for which it was collected by the Hotel, the consent to data processing will be withdrawn, objection to data processing will be reported, the data will be processed unlawfully, the data should be deleted for compliance with the obligation arising from a legal provision,
 - c) In relation to the request to limit data processing: When the guest notices that the data is incorrect - he/she may request a restriction of data processing for a period allowing the Hotel to check the correctness of this data, the data will be processed unlawfully, but the Guest will not want it to be deleted, the data will no longer be needed by the Hotel, but may be needed for the Hotel to defend or assert claims, or an objection to data processing will be raised - until it is determined whether the legitimate grounds on the part of the Hotel prevail over the grounds for objection
 - d) in relation to the request for data transfer: the Guest's data is processed on the basis of the Guest's consent or the contract concluded with him/her and the processing is carried out automatically. The Guest has the right to lodge a complaint in relation to the Hotel processing the Guest's personal data to the supervisory body - the President of the Office for Personal Data Protection - to the following address: Urząd Ochrony Danych Osobowych, ul. Stawki 2, 00-193 Warszawa.
9. The Guest has the right to object to the processing of his/her personal data when the processing is based on a legitimate interest or for statistical purposes, and the objection is justified by the special situation in which the guest finds himself/herself.
10. Applications for these permissions should be submitted, among others, to the following address: rodo@hotelmistralsport.pl.
11. The Hotel may share the Guest's personal data with entities supporting the Hotel in providing services by electronic means, i.e. those that provide the following services: online sales brokerage - e.g. the operator and supplier of the online booking system at: <http://hotelmistralsport.pl/>, payment services, consulting, accounting, auditing or legal services. The hotel may also, on the basis of separate legal provisions, transfer personal data to authorized state bodies. In order to comply with tax and accounting obligations, the Hotel may provide access to the Guest data (e.g. invoices) to a tax services provider.
12. The Hotel stores the Guest's personal data in connection with:
- a) A contract executed, for a period of 3 (three) years from the date of termination of the contract. The data may be helpful in the re-performance of the contract for the Guest or consideration of any complaints. In addition, the data may be stored by the Hotel for the purposes of preventing breach and fraud, for statistical and archiving purposes for a period of 10 (ten) years from the date of termination of the contract or an event causing such processing. At the same time, for the purpose of accountability, the Hotel will store data for the period in which the Hotel is obliged to keep data or documents containing it in order to document compliance with legal requirements, including enabling control of compliance by public authorities,
 - b) An inquiry or initial reservation received from the Guest; the data will be processed for a year from the date of contact to allow the Hotel a shorter time to handle the re-inquiry.
13. Guest's personal data will not be transferred outside the European Economic Area.
14. The Guest's personal data will be processed in an automated manner (including in the form of profiling), however, it will not cause any legal effects to the Guest nor similarly significantly affect his/her situation. Personal data profiling by the Hotel consists in processing the Guest's personal data (also in an automated manner) by using it to evaluate certain information about the Guest, in particular to analyze or forecast personal preferences and interests.

15. The Hotel is under a 24-hour monitoring, but as a rule, the monitoring record is kept by the Hotel for a period of 10 (ten) days, and then it is deleted. The monitoring of the Hotel is to ensure the safety of Guests and Hotel employees, as well as to protect the property of the Guests and the Hotel. In the event of damage to the Hotel property, as well as in the event of breaking into the Hotel premises, or in the event of the Hotel becoming aware of any other act to the detriment of the Hotel, the monitoring record may constitute evidence in the case against persons causing damage to the Guests or to the Hotel. In the above cases, the period of storing the monitoring data by the Hotel may be extended until the end of the relevant proceedings carried out by the competent authorities appointed for this purpose, including Police, Attorney's Office and common courts.
16. In matters not covered by these Regulations, the relevant provisions of the Civil Code, the Act of 18 July 2002 on the Provision of Electronic Services (uniform text: Journal of Laws of 2019, item 123, as amended), the Act of 30 May 2014 on Consumer Rights (consolidated text: Journal of Laws of 2019, item 134, as amended) and other provisions of generally applicable law apply.

Chairwoman of the Board

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Maria Kasprzycka