

## PRIVACY POLICY

Hotel Swing Spółka z o.o. based in Krakow undertakes to respect your privacy by making every effort to properly protect the personal data entrusted to us.

### INFORMATION REGARDING THE PROCESSING OF PERSONAL DATA

Ladies and Gentlemen,

In accordance with the provisions of the General Data Protection Regulation of April 27, 2016 (hereinafter referred to as "GDPR"), we provide you with information on the processing of personal data of guests and customers of the Hotel Swing:

#### 1. Personal data administrator:

The administrator of your personal data is Hotel Swing Spółka z ograniczoną odpowiedzialnością with its seat in Krakow (hereinafter referred to as the "Hotel"), address: ul. Dobrego Pasterza 124, 31-416 Kraków, phone: 12 311 11 11, e-mail: hotelswing@hotelswing.pl.

If you book services at Hotel Swing through other Entities, these Entities will also process your personal data as Separate Administrators. Each of these entities has its own privacy policy and therefore we encourage you to read it in order to obtain information on the level of security of the processing of your personal data.

#### 2. Inspector of Personal Data Protection:

The hotel has appointed a Personal Data Protection Inspector, whom you can contact in case of any questions or comments regarding the processing of your personal data and your rights under the provisions on the protection of personal data. Contact details e-mail: inspektor@hotelswing.pl.

#### 3. Purposes of personal data processing:

The hotel may process your personal data in order to fulfill the obligations and rights as part of the provision of its services, at the stage of booking and concluding and performing contracts;

- pursuant to Art. 6 sec. 1 lit. b GDPR, e.g. for the purpose of:
  - making available accommodation along with the agreed related services,

For these services, the hotel processes the basic scope of personal data, including: name and surname, address, PESEL number, and in the case of foreign guests, the number of the document confirming the identity, in the case of business accommodation, the business ID - i.e. data from the business ID card or other document indicating professional qualifications, company name, tax identification number (if applicable), date and scope of services.

- provision of catering services, - implementation of special events, - provision of conference and training rooms, - provision of other services.
- pursuant to Art. 6 sec. 1 lit. f GDPR, in order to:
  - ensure the safety of people and property, video surveillance is used in all public zones inside the facility and in its immediate vicinity;
  - establishing and pursuing possible claims, it is necessary to process data: name and surname, address and PESEL number, and in the case of foreign guests, the number of another document confirming identity;
- pursuant to Art. 6 sec. 1 lit. c GDPR, in order to ensure compliance with the applicable requirements of the Regulation of the Council of Ministers on the establishment of certain restrictions, orders and bans in connection with the occurrence of an epidemic, the regulations of which indicate obligatory proceedings regarding the rights to use the hotel services (e.g. presentation of professional identity card, other identifiers or statements);
- pursuant to Art. 6 sec. 1 lit. a GDPR, for the purposes of:

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- marketing, information, or the selection of an adequate package of promotional services with your voluntary consent.

#### 4. Legal basis for processing and the obligation to provide data:

The hotel may process your data:

- in connection with your actions aimed at concluding a contract, based on the concluded contract, on the provisions of the Act on hotel services and the services of tour leaders and tourist guides, the Civil Code and other applicable legal acts regulating the rules for the provision of hotel services, and other services that are the subject of the contract, as well as on the basis of the applicable provisions on accounting and keeping tax documentation.
- based on Article. 6 sec. 1 lit. b and lit. c GDPR.
- in connection with the possible need to establish and pursue claims, for the purposes of ensuring the safety of persons and property - video surveillance, pursuant to Art. 6 sec. 1 lit. f GDPR.

Providing data is voluntary, but failure to provide the necessary personal data will prevent you from using the Hotel's services.

#### 5. Information on the categories of recipients of personal data:

Your personal data may be shared:

- Hotel employees and associates who are authorized to process personal data in connection with the need to perform their official duties,
- entities intermediating in communication, booking Hotel services based on your instructions;
- entities acting on behalf of the Hotel or cooperating with the Hotel in the area of offering you services provided according to your choices: including: Swing Sp. z o. o. with headquarters in Krakow in the field of SPA services; Park Wodny w Krakowie S.A. in the scope of the services it offers, with the proviso that in the area of providing services, Park Wodny w Krakowie S.A. acts as a separate Administrator of your personal data due to separate legal provisions, procedures and policies - to which we refer you before using them (access possible at [www.parkwodny.pl](http://www.parkwodny.pl)).
- suppliers of technical and organizational services for the Hotel to the extent necessary for their implementation, but only within the framework of authorizations or assignments (in particular, suppliers and entities specialized in providing technical maintenance of ICT systems, monitoring system);
- payment service providers cooperating with PDA and in connection with your choice of electronic payment method (in the scope of data necessary to perform these services and to the extent strictly defined by law);
- entities authorized under the provisions of law.

#### • 6. Transfer of personal data to a third country or an international organization:

The Hotel does not intend to transfer your personal data to recipients located outside the European Economic Area (European Union countries and Iceland, Norway and Liechtenstein).

If you use the Hotel's services with the help of Intermediaries and contact the Hotel via communication channels (e.g. Live chat, Facebook), your personal data may be processed in third countries. The Administrator hereby proposes to verify the procedures and privacy policies of service providers in this regard each time.

#### 7. The period for which personal data will be stored:

The Hotel will process your personal data for the time necessary to provide the services you have selected in accordance with the contract and will store your personal data for the period required by law for archiving purposes and possible settlement of mutual claims.

Data processed as part of monitoring are automatically overwritten and stored for up to 7 days, after which they are deleted, subject to situations requiring investigation, due to incidents of violation of the safety of persons and property. For such exceptional situations, the processing of monitoring data will take place adequately to the circumstances and legal requirements.

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#### 8. Minimization of the scope of personal data:

The administrator takes all adequate measures and actions to make sure that the scope of personal data he processes is safe and adequate for the purposes pursued and indicated in this Policy.

#### 9. Rights of the data subject:

You have the right to access your data and the right to rectify incorrect data, supplement incomplete data, delete data - after the expiry of the storage period required by law, processing restrictions and the right to transfer data provided to the Hotel.

In the case of processing personal data on the basis of the legitimate interest of the Administrator pursuant to art. 6 section 1 letter f) - you have the right to object to the processing of personal data.

You have the right to lodge a complaint with the supervisory authority (UODO).

#### 10. Information on automated decision making:

At the hotel, you will not be subject to decisions made in an automated manner (without human intervention) and your personal data will not be used for profiling without prior consent, e.g. regarding the determination of an adequate service package. The scope of profiling may be carried out in relation to your personal data by Intermediaries and entities offering communication channels based on your choice and decision - as to how to use them.

#### 11. The website at [www.hotelswing.pl](http://www.hotelswing.pl) uses the so-called "Cookies".

For this scope and communication via the website, a separate policy content is defined - website and cookies policy - [www.hotelswing.pl](http://www.hotelswing.pl).

#### 12. Consent to the processing of personal data for the purpose of directing marketing and promotional offers.

After voluntarily subscribing to the newsletter on the website [www.hotelswing.pl](http://www.hotelswing.pl) and expressing consent to the processing of personal data, you will periodically receive a message to the e-mail address provided with offers and information about current events and promotions. Withdrawal of consent will be possible at any time. The request to withdraw consent may be sent to the following address: [marketing@hotelswing.pl](mailto:marketing@hotelswing.pl).

#### 13. Processing of personal data during the COVID -19 epidemic.

In connection with the guidelines regarding the adoption of a protocol in the event of a suspected coronavirus infection, within the Hotel's operations, it may be necessary to establish a list of people (employees, external staff, guests, other third parties) who stayed in the area subject to the risk of infection and provide this information lists to sanitary services conducting epidemiological investigations. For such an eventuality, your personal data in the scope of: name and surname, contact details or description of the state of health (description of symptoms indicating a suspected coronavirus infection) may be obtained by the Hotel (as ADO) for transfer to sanitary services - ordinary data on the basis of art. 6 (1) (c) of the GDPR - in connection with the provisions of applicable law, as well as art. 6 section 1 letter e) of the GDPR - to perform a task carried out in the public interest, while data on health pursuant to art. 9 (2) (i) of the GDPR - in the public interest in the field of public health.

#### 14. Processing of personal data in the field of vaccination against COVID-19 - at the Customer's voluntary request in relation to the obligatory limits in the provision of services by Hotel Swing Sp. z o.o. based in Krakow.

The client may voluntarily provide information about the fact of being vaccinated against Covid-19 in order to be able to use the services above the obligatory limit (allowed in customer service, and specified for Entrepreneurs by the regulation of the Council of Ministers on establishing certain restrictions, orders and bans in connection with the occurrence of an epidemic ).

Failure to provide information about vaccination against Covid-19 and failure to confirm it with adequate evidence by the Customer (e.g. certification, data provided using a dedicated application) may prevent him from using the services of Hotel Swing in the event of exhausting the limits allowed in customer service in a given time.

If the Customer decides to provide information about vaccinating the above-mentioned personal data may be processed by Hotel Swing Sp. z o.o. based in Krakow in the scope of:

- name and surname;

- a QR code or other identifier made available for inspection, confirming the fact of being vaccinated against COVID-19;

- date and type of service performed.

These data will be processed by Hotel Swing Sp. z o.o. based on Article. 9 (2) (f) of the GDPR - i.e. as data necessary for the possible determination, investigation or defense of claims - in the event of possible inspections of compliance with the above-mentioned principles regulation.

#### **15. Processing of personal data in the process of providing services paid with Tourist Vouchers - pursuant to the Act of July 15, 2020 on the Polish Tourist Voucher (as amended).**

Due to the possibility for Customers to make payments in the form of travel vouchers for services provided at Hotel Swing, as an authorized entity in this regard and being ADO, personal data of the Customer who is the legal guardian of the child will be processed for this purpose (including: first name and surname, PESEL number, data on the scope of selected services) and personal data of the child (including name and surname, voucher number, voucher authorization code, scope of settlement, use of the voucher) - to the extent described in detail in the registration card, available for completion in Hotel reception.

These data will be processed by the Hotel (as ADO) on the basis of - art. 6 (1) (b) of GDPR due to the provision of services under a contract with the Customer and pursuant to - Article 6 (1) (c) of the GDPR - due to the requirements of the Polish Tourist Voucher Act, as well as pursuant to - Art. 6 (1) (f) of the GDPR - in the legitimate interest of PDC, in connection with the need to demonstrate diligence and reliability in the described process, as well as with possible determination, investigation and defense of claims.

The time of personal data processing in this process will be determined by the legal requirements specified for this specificity in order to settle the scope with ADO by authorized institutions, monitor, carry out any checks with ADO, archive documentation.

#### **16. Processing of personal data in the process of implementing the #zwiedzajKrakow Program.**

In the event that Customers participate in the # zwiedzajKrakow Program and use the services of Hotel Swing as part of it, as an ADO entity, the Customer's personal data will be processed in accordance with the regulations of this program, available at: [www.krakow.travel](http://www.krakow.travel) and [www.krakow.pl](http://www.krakow.pl). The scope of personal data processed here is analogous to that specified in the provision of services at the Hotel, but also personal data from documents, allowing the Hotel to reliably verify the right to obtain a discount. These data will be processed by the Hotel (as ADO) on the basis of - art. 6 (1) (b) of the GDPR due to the provision of services to the Client (with mutual acceptance of the rights and obligations under the #zwiedzajKrakow Program), as well as pursuant to art. 6 (1) (f) of the GDPR - in the legitimate interest of ADO - in connection with the need to demonstrate diligence and reliability in the described process, as well as with possible determination, investigation and defense of claims. The time of processing personal data in this process will be determined by the legal requirements in the field of the Accounting Act, the tax ordinance, as well as the time of possible determination, investigation or defense of claims (as with each hotel service) and taking into account the specificity of the verification of the right to a discount and for the purpose of settling participation in the program.

#### **17. The processing of personal data of the guests of Hotel Swing Sp. z o.o. as part of the Park Station services (in the outer zone of Park Wodny in Kraków S.A.)**

For customers of Hotel Swing Sp. z o.o. who purchased at the Hotel an entrance to the zone of the Park Water Park in Kraków S.A. the administrator of Personal Data is Hotel Swing Sp. z o.o.

with the proviso that the area of the Park Station zone is subject to visual monitoring and there is co-administration of data in this respect. The co-administrators of Personal Data in this regard (hereinafter referred to as: PDC) are:

- Park Wodny w Krakowie S.A., ul. Dobrego Pasterza 126, 31-416 Kraków, t: 12 616 31 02, [biuro@parkwodny.pl](mailto:biuro@parkwodny.pl);
- Hotel Swing Sp. z o.o., ul. Dobrego Pasterza 124, 31-416, vol: 12 311 11 11, [hotelswing@hotelswing.pl](mailto:hotelswing@hotelswing.pl)

Video surveillance was used to ensure the safety of people and property, pursuant to Art. 6 (1) (f) of the GDPR (i.e. in the legitimate interest of the PDO). The monitoring image is recorded by the WDO as part of an agreement and a strictly defined division of roles and responsibilities between the two above-mentioned. entities and is deleted by

HOTEL SWING SP. Z O.O.  
ul. Dobrego Pasterza 124  
31-416 Kraków  
tel. 12 311 11 11  
hotelswing@hotelswing.pl

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overwriting it after 7 days. Contact details to the DPO: [inspektor@parkwodny.pl](mailto:inspektor@parkwodny.pl) or [inspektor@hotelswing.pl](mailto:inspektor@hotelswing.pl) for all explanations and information regarding the protection of personal data under the co-administration.

The hotel reserves the right to make changes to the Privacy Policy, therefore we encourage you to check the content periodically, especially before making a reservation at the Hotel.

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Kapitał zakładowy: 14 506 800 zł, w całości pokryty  
Sąd Rej. dla Krakowa-Sródmiście, Wydz. XI Gosp.  
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Administrator Danych Osobowych:  
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Inspektor Ochrony Danych:  
[inspektor@hotelswing.pl](mailto:inspektor@hotelswing.pl)

Grupa kapitałowa

  
JB PROPERTY  
GROUP