



General Information Notice

In accordance with Article 13 item 1 and 2 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (EU L 119, p. 1), hereinafter referred to as GDPR, please be informed that:

I. Personal Data Controller.

1. The Controller of your personal data provided in the Registration Form or provided in the contract or collected at the stage of registration in the electronic or telephone booking system is Agnieszka Zalewska, Katarzyna Zalewska-Szczepańska, Krystyna Zalewska, Julia Zalewska, Anna Pimentel Machado as partners of SANDRA BIS s.c. civil partnership in Mrzeżyno, ul. Nadmorska 13, 72-330 Mrzeżyno, hereinafter referred to as "Controller".
2. You may contact the Controller by writing to the following address: ul. Nadmorska 13, 72-330 Mrzeżyno or by calling: +48 91 32 29 500.

II. Data Protection Officer.

You may contact the Controller through the Data Protection Officer appointed by the Controller via e-mail at: iod@sandra.home.pl, by calling: +48 91 32 29 500 or by writing to: ul. Nadmorska 13, 72-330 Mrzeżyno.

III. Purposes and basis of processing.

1. As the Controller, we will process your personal data:
 - a) for the purpose of taking the necessary measures before concluding the contract for the provision of hotel services (hereinafter "Contract"), on the basis of your interest in our services (basis: Article 6(1)(b) GDPR);
 - b) for the purpose of concluding and executing the Contract (including in particular for the identification of persons authorised to represent you and enter into commitments on your behalf, for the provision of additional services and products to you) on the basis of your interest in our services (basis: Article 6(1)(b) GDPR);

- c) for the purpose of providing you with paid healthcare services on the basis of your consent (basis: Article 9(2)(a) GDPR);
- d) for analytical purposes [to better select services and products to meet our customers' needs, for general optimisation of our services and products, optimisation of service processes, building up knowledge of our customers, financial analysis of our company, etc.] in pursuit of our legitimate interest (basis: Article 6(1)(f) GDPR);
- e) for archival (evidential) purposes in pursuit of our legitimate interest in preserving information in the event of a legal need to prove facts, including, for example, in case of a need to prove who gave consent to the processing of personal data, when such consent was given, what information was provided to the Controller when giving consent to the processing of personal data, what information was provided about the manner in which consent to the processing of personal data is given, and whether consent has been withdrawn and, if so, when, in pursuit of our legitimate interest (Art. 6(1)(f) GDPR);
- f) for the possible establishment, investigation or defence of claims in pursuit of our legitimate interest (basis: Article 6(1)(f) GDPR);
- g) for the purpose of customer satisfaction surveys, for determining the quality of our service and the level of satisfaction of our customers with our products and services in pursuit of our legitimate interest (basis: Article 6(1)(f) GDPR);
- h) for us to offer you products and services directly (direct marketing) via telephone, post, email or the TV system available in the rooms you occupy, also for matching them to your needs, i.e. profiling, in pursuit of our legitimate interest and on the basis of your consent (basis: Article 6(1)(a) and (f) GDPR);
- i) for the purpose of offering directly (direct marketing) products and services of companies cooperating with us (our partners), e.g. in the form of discount coupons, also for matching them to your needs, i.e. profiling, in pursuit of our and our partners' legitimate interests and on the basis of your consent (basis: Article 6(1)(a) and (f) GDPR);
- j) to protect your safety and to protect order, as well as to protect your health and property, using the monitoring and IT system operating on the premises, as this is necessary to protect your vital interests and is in pursuit of our legitimate interest (basis: Article 6(1)(d) and (f) GDPR);
- k) to ensure network and information security, i.e. to prevent unauthorised access to the electronic communications network operating in the hotel, to prevent damage to the computer systems and electronic communications systems operating in the hotel, to update and develop network and information security systems, to ensure the resilience of the network or information system against unlawful activities that compromise the availability, authenticity, integrity and confidentiality of stored or transmitted personal data, in pursuit of our and our partners' legitimate interests, and because it is necessary to protect your vital interests (basis of Article 6(1)(d) and (f) GDPR);

- l) for the appropriate selection of treatment or similar services taking into account your health on the basis of your consent (basis: Article 9(2)(a) GDPR);
 - m) for the purpose of preparing and sending the relevant statistical reports, on the basis of the obligation under Article 30 of the Public Statistics Act of 29 June 1995 (basis: Article 6(1)(c) GDPR);
 - n) in order for the Controller to fulfil the obligations incumbent upon it resulting from the need to correctly determine the due public and legal charges, including those resulting from Article 17 of the Act on local taxes and charges of 12 January 1991 and the relevant laws on income and turnover taxes (basis: Article 6(1)(c) GDPR);
 - o) for the establishment and operation of a telephone information and booking system combined with the recording of calls (basis: Article 6(1)(f) GDPR).
2. Please note that insofar as we may provide you with certain services and products we offer, the basis for the processing of your personal data is exclusively your consent, which is given voluntarily (e.g. for the provision of paid health services).
 3. This means that **you have the right to withdraw your consent** to the processing of your personal data at any time, but withdrawal of consent does not affect the lawfulness of the processing carried out on the basis of your consent before its withdrawal.
 4. **Please note that failure to give your consent to the processing of your personal data may prevent us from concluding a contract or offering you some of our services and products.**

IV. Data recipients.

1. Your personal data may be disclosed to entities from our capital group (related by equity or personally), our employees and our partners, i.e. companies with whom we cooperate by combining products or services. These include, among others: entities providing IT services and providing rights or licenses for the use of computer software, entities providing accounting services, entities providing transport and taxi services, entities providing legal services, loss adjusters, loss adjustment contractors, marketing agencies, entities dealing with the protection of persons and property, entities producing carriers of membership cards, discount and club cards, entities providing archiving and document destruction services, entities providing personnel and payroll services, recruitment services, entities dealing with occupational health and safety, entities providing services on the premises or on the basis of a contract concluded with the hotel, including cosmetic, treatment, medical, therapeutic and rehabilitation services, entities operating a payment and booking system.
2. Your personal data concerning your health will be processed only by medical professionals, as well as by other persons performing auxiliary activities in the provision of health services, and also, in case of processing medical records with an ICT system, by persons performing activities related to system maintenance and security, on the basis of the Controller's authorisation, as well as by persons whose authorisation to process the data results from the provisions of generally applicable law.

3. The Controller does not intend to transfer your data to a third country nor to international organisations.

V. Data retention period.

1. Your personal data arising from the conclusion of a contract will be processed for the period during which claims relating to that contract may arise, i.e. for 6+1 years from the end of the year in which the contract expired, whereas 6 years is the longest possible limitation period for claims, with the additional year being provided for claims brought at the last minute and for problems with delivery (service); the period is counted from the end of the year in order to determine a single deletion date for contracts ending in the given year. Where the applicable legislation provides for an extension of the limitation period for claims, including by suspending the limitation period or interrupting the limitation period, the period of processing of personal data will take into account such extended limitation period.
2. Personal data obtained in connection with the monitoring system will be processed for a period of 30 days calculated from the date of recording, after which time it will be permanently deleted.
3. If a contract is not concluded within the offer period, your personal data obtained in connection with discussions about the contract will be deleted immediately, with the exception of data needed for direct marketing and data needed for refunding any prepayments, advances, deposits.
4. We may process data processed for direct marketing of our products and services until you object to its processing for this purpose or until we determine that it has become obsolete.

VI. Rights of data subjects:

1. Under the GDPR, you have the following rights:
 - a) right to access your data and to receive a copy of your data;
 - b) right to rectification (correction) of your data;
 - c) right to data erasure or restriction of data processing;
 - d) right to object to the processing of personal data;
 - e) right to data portability;
 - f) right to lodge a complaint with the supervisory authority, i.e. the President of the Office for Personal Data Protection in Warsaw.

VII. Information about data provision requirement/voluntary provision.

The provision of personal data is voluntary, but necessary for the conclusion and execution of the contract. Please note that failure to provide data will make it impossible to conclude and perform a contract.

VIII. Right to object.

1. You have the right to object at any time to the processing of your data described above. We will stop processing your data for these purposes unless we can demonstrate that there are compelling legitimate grounds for us to do so that override your interests, rights and freedoms, or that your data is necessary for us to possibly establish, assert or defend claims.
2. You have the right to object at any time to the processing of your data for direct marketing purposes. If you exercise this right, we will stop processing your data for this purpose.

IX. Automated decision-making.

In the process involving the conclusion and execution of the contract, we do not make decisions in an automated manner, including profiling, based on the data provided by you. However, profiling is used in connection with us offering you products and services directly (direct marketing), including matching them to your needs. Profiling means the processing of personal data which involves the use of your personal data to assess some of your characteristics to analyse or predict aspects connected to your personal preferences, interests, behaviour, location or movements. Profiling for direct marketing purposes takes place on the basis of your consent, which can be withdrawn at any time.

X. What data is collected?

The personal data we collect in order to provide you with accommodation at our Hotel include your first name, last name, residential address, PESEL number, contact telephone number (processed for the purposes of providing hotel services, e.g. contacting the guest regarding the time of arrival at the hotel), e-mail address (also processed for the purposes of providing hotel services, e.g. contacting the guest regarding the time of arrival at the hotel), data for issuing a VAT invoice. If you wish to use the available car park, you will also need to provide details of your vehicle registration number.

Depending on your choice involving the use of our other services and products offered, we may process other data. For example, provision of personal data in the form of the guests' names and dates of birth is voluntary, and this data may be processed in order to give the guest a commemorative gift in connection with their birthday and to provide discounts on their stay.

Please note that in the provision of a specific service or the sale of a specific product we are always guided by the principle of "data minimisation", which means that we will only process such data that is minimally necessary for the given purpose.