



Information obligation regarding personal data processing and telephone conversations recording in Belweder Hotel

- 1) The controller of your personal data is Farmacol SA, Address: ul. Szopienicka 77 40-431 Katowice. The data are processed by Hotel Belweder ul. Zdrojowa 15, 43-450 Ustroń
- 2) Providing the data for the purposes of hotel services rendering is necessary.
- 3) Providing data related to marketing is voluntary.
- 4) Recordings are considered as processed data on the basis of:
 - article 6 paragraph 1 letter c, f RODO
 - article 22 3 § 4 of the Labour Code
- 5) Data protection officer contact information: inspektor.odo@farmacol.com.pl.
- 6) Controller contact information: rodo@farmacol.com.pl.
- 7) Your personal data will be processed on the basis of Art. 6 (1)(a) (consent), (b) (contract), (c) (legal provision), (f) (legitimate interest) of GDPR.
- 8) The data are processed for the following purposes:
 - carrying out of activities before concluding a contract (booking)
 - providing of hotel services (contract performance)
 - issuing of invoice (legal provision)
 - video-surveillance (legitimate interest)
 - recording telephone conversations (legitimate interest)
 - direct marketing - the data are subjected to profiling for the purpose of sending a Guest marketing information and offers that suit his needs the most. these decisions are not automatic (consent)
 - data archiving (legal provision)
 - claims assertion (legal interest)
- 9) The basic purpose of telephone conversations recording is to ensure the quality of customer service, work organization enabling full use of the work tools provided to the employee and co-workers, and to ensure the proper application of binding customer service standards.
- 10) The recordings are kept for a period of 7 days or until the final termination of the judicial or administrative proceedings in which the recordings constitute evidence, or the Administrator has become aware that the recordings may constitute evidence in such proceedings.
- 11) The data subject has the right to: access to data content, demand to correct, delete, restrict data processing and to object.
- 12) The data may be made available to the entities providing services to the Controller within the scope of:
 - legal services
 - financial and accounting services
 - IT services
- 13) You have the right to access your data and the right to correct, delete the data, to restrict their processing, the right to object, the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal. The form of request for right implementation is available at the reception desk.
- 14) You have the right to file a complaint to the President of the Personal Data Protection Office.
- 15) The data shall be stored within the framework of the implementation of objectives and in accordance with the legal provisions related to archiving, including:
 - within the scope of contract performance, until the contract comes to an end, after the contract comes to an end the data will be processed for a period required by law or for a period necessary for claims assertion,,
 - within the scope of fulfilling the legal obligations of the Controller of personal data, the data will be processed for a period of fulfilling of these obligations and for a period of archiving required by the legal provisions
 - within the scope of the given consents, until their withdrawal
 - within the scope of exercising of legitimate interests of the Controller of personal data, the data will be processed until the moment of positive decision regarding an objection to data processing filed by you
 - within the scope of video-surveillance, until the moment of recording of another videos, for a period not longer than 30 days
 - within the scope of telephone conversations recording, for a period not longer than 6 months
- 16) Data may be available to the hotel by guests through the booking portals of companies cooperating with making reservations (source of acquisition and categories of data):
 - booking - name, surname, address, phone number
 - Expedia - name, phone number, email
 - HRS - name and surname
 - Etravel - name and surname
 - Travelist - name and surname, phone number, email
 - Triverna - name, phone, email, address
 - My Benefit - name, phone and email
 - Groupon - name and surname
 - Slevomat / Zlavomat - name, phone and email

Hotel *** BELWEDER**
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