

# *Cornaro* PRIVACY POLICY

## PRIVACY POLICY

Manas d.o.o., Barakovićeva 18, 21000 Split, OIB: 77290534017 (hereinafter Cornaro Hotel), respects your privacy and wishes to inform you what personal data it collects and how will your personal data be protected. According to the General Data Protection Regulation (NN 42/18), Manas d.o.o. commits to take care of privacy and personal data of all its guests.

## DATA PROTECTION OFFICER

Manas d.o.o., Barakovićeva 18, 21000 Split, OIB: 77290534017, is Data Protection Officer of your personal data according to the General Data Protection Regulation and Regulation (EU) 2016/679. Regarding the processing of your personal data, you can contact us by sending a written inquiry to our Data Protection Officer:

- via e-mail: [voditelj.obrade@manas.hr](mailto:voditelj.obrade@manas.hr)
- to address: Cornaro Hotel, Sinjska 6, 21000 Split, for Data Protection Officer

## PURPOSE OF COLLECTING PERSONAL DATA

Cornaro Hotel is obliged to collect your personal data in order to execute governing hospitality regulations, but some data may be collected for other purposes, based on the explicit consent of the guest.

Data is collected for the following purposes:

- providing accommodation and other hotel services, as well as service offerings
- compliance with legal regulations
- direct marketing
- improvement and personalization of services offered to guests
- property protection and guest security by using video surveillance

Cornaro Hotel collects your data at:

- booking of accommodation via email, websites or telephone
- check-in at the reception desk, filling in the registration card
- hotel facilities under video surveillance

Cornaro Hotel guarantees that collected data will be used only for the stated purposes. The data we collect due to legal regulations is required to be kept as long as prescribed by the law, while the data we collect based on the services we provide to our guests is kept as long as is necessary to perform these services.

## DATA COLLECTION FORMS / PERMITS REGISTRATION FORM

Data you are required to submit in order to be provided with accommodation services, Cornaro Hotel collects due to legal regulations, and in case you do not provide it with minimum data required for the registration of guests in all relevant registers, we will not be able to provide you with accommodation services. With your signature, you declare that the enclosed data is accurate and you voluntarily give us your consent to use and process your personal data, available exclusively to the employees who use them to perform work tasks and who will use them for the purpose of meeting your requirements.

By marking the “I ALLOW” checkbox and with your signature on the Registration Form, you give us your consent to scan your identification documents at check-in. Scanning your identification document will only be used for providing the best possible level of service and your own security. After your check-out, these documents are deleted from our system.

## EVISITOR

When placing a reservation or/and at check-in, you agree to present your personal identification documents, i.e. submit your personal data (first and last name, type and number of your personal identification document, gender, state and address of residence, date of birth and citizenship), for tourist evidence in the Information System of Tourist Boards of the Republic of Croatia – eVisitor (Law on sojourn tax, National Gazette 152/08). Your personal data is collected for statistic processing and is used only by the Tourist boards, public authorities and Ministries relating to this procedure (Ministry of tourism and Tourist inspection, Ministry of internal affairs and Ministry of finances – Customs authorities). Each unauthorized usage, publication, change, processing, reproduction, distribution, recording or assignment or any other form of unauthorized usage of such personal data is strictly prohibited.

## EMAIL

By listing your email address, you freely and voluntarily give your consent to Cornaro Hotel which collects and processes your personal data for the purposes of marketing campaigns and/or market research.



## CREDIT CARD AUTHORIZATION FORM

With your signature, you give consent that your credit card can be charged by offline transactions in case of non-paid costs which were not settled upon check-out (e.g. parking, wellness services, telephone conversations, and other non-paid costs). Your credit card details are deleted from our system seven days after your check-out.

## WELLNESS & SPA CLIENT INFO FORM

Prior to using Cornaro's spa and fitness services, guests will be informed about the need to fill out a form relating to their personal health status and personal data which is required by Cornaro Hotel, in order to provide requested service and avoid potential contraindications to the guest's health.

## GIVEAWAYS

Cornaro Hotel may occasionally organize giveaways, in which case it will only collect your personal data if you choose to participate in the giveaways. Thus collected data will be used for the purpose of conducting the giveaway, in accordance with the giveaway regulations and will be deleted after the giveaway has ended.

## PROTECTING THE CHILDREN'S DATA

We do not collect, process or forward to third parties children's personal data without the explicit permission of their parents/guardians.

## VIDEO SURVEILLANCE

Cornaro Hotel, in the prescribed manner, indicates all areas where video surveillance is installed. In order to protect guests and property, Cornaro carries out video surveillance measures in accordance with Video Surveillance regulations enacted on January 14th, 2019.

## DATA CONTROL

Upon your request, Cornaro Hotel is obligated to:

- submit a statement on the source of data collection
- submit a statement on whether your personal data is being processed
- supplement, modify or delete data which is incomplete, inaccurate or not processed in accordance with the law
- provide printing of personal data (together with an indication of the purpose of collection and processing) pertaining to you and contained in the database
- submit a list of authorized recipients of your personal data, including the purpose and legal basis for providing personal data to recipients
- submit a notice of automatic processing of personal data

At any time, you can request a review, as well as to update, edit or delete your personal data. Up to this point, we will use your registered data for the stated purposes.

You can contact us anytime by sending a written inquiry to our Data Protection Officer:

- via e-mail: [voditelj.obrade@manas.hr](mailto:voditelj.obrade@manas.hr)
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If we process your data based on your consent or form, the same consent or form can be withdrawn anytime, without affecting the lawfulness of the processing based on that consent or form. Withdrawal can be made, in whole or in part, at any time by sending a request for withdrawal of the use of personal data in writing to the addresses mentioned above. After the consent is denied, participation in marketing campaigns and the use of benefits from it will not be possible.