

DATA PROTECTION POLICY

In this document, we would like to inform you of all important information concerning the processing of personal data in the operation of the **RELAX PARK Třeboň** accommodation and recreation facility (www.relaxtrebon.eu) and the associated website www.relaxparktrebon.cz).

The provider of the above services and the personal data controller and processor is **RELAX PARK agency s.r.o.**, **ID No: 02007428**, Zerzavice 2146, 686 01 Staré Město, registered in the Commercial Register kept by the Regional Court in Brno, Section C, File 135096 (hereinafter referred to as **“RELAX PARK agency”**).

Below you will find the answers to the following questions.

- Who can you contact regarding personal data processing?
- For what purpose does RELAX PARK TŘEBONĚ process personal data?
- What personal data does RELAX PARK TŘEBONĚ process and what authorization it has to do so?
- How does RELAX PARK TŘEBONĚ collect personal data?
- To whom else does RELAX PARK TŘEBONĚ transmit personal data?
- How do you find out that RELAX PARK TŘEBONĚ processes your personal data and what rights can you exercise in the matter of personal data protection?

RELAX PARK TŘEBONĚ takes a responsible approach to the processing of personal data and pays particular care to ensure its security, all in accordance with generally binding legal regulations.

1. Who can you contact regarding personal data processing?

First of all, you can always contact directly the RELAX PARK TŘEBONĚ which is the controller of the personal data it processes in connection with its business, in particular the operation of accommodation and recreational services.

- **Mailing address:** RELAX PARK agency s.r.o., ID No: 02007428, Zerzavice 2146, 686 01 Staré Město
- **E-mail:** info@relaxtrebon.eu
- **All contact details can be found on the websites:** www.relaxtrebon.eu and www.relaxparktrebon.cz.

2. Does RELAX PARK TŘEBONĚ have a data protection officer?

Yes, RELAX PARK TŘEBONĚ appointed a data protection officer. You can contact the officer at the following e-mail address info@relaxtrebon.eu

3. For what purpose do we process personal data?

3.1 We process personal data to provide you with our services.

- If you use our accommodation and recreational facilities, order goods from our e-shop or purchase a gift voucher, we need to know your identification and contact details so that we can enter into a contract with you to provide you with these services or goods. We also need to know this information when you book services with us.
- In this case, we do not need your consent for your personal data processing.

3.2 We also process personal data for marketing purposes.

- In some cases, we need your consent for such processing. If you give us your consent, we may send you a newsletter, via e-mail or SMS, with an offer of our goods or services. You may withdraw your consent with your personal data processing at any time.

3.3 We may send commercial communications (for example, in the form of a newsletter) to guests to whom we have provided our services or to customers who have ordered goods or a gift voucher to their e-mail or telephone number.

- We do not need your consent for this, as it is a legitimate interest of RELAX PARK agency to offer additional goods or services to its guests. Of course, we don't want to bother you if you do not wish to receive such communication. You can unsubscribe from a commercial communication by clicking on the link at the very end of the communication or by sending an e-mail to info@relaxtrebon.eu

3.4 In order to improve our service, telephone calls to our customer service centre (reception) may be recorded. These recordings are disposed of at annual intervals.

3.5 We are required to process certain personal data by law, for example, we are obliged to keep tax documents for a statutory period of time.

3.6 According to the law, we are obliged to provide certain personal data on the accommodation of foreigners to the Police of the Czech Republic and to keep records of this data. Similarly, we are obliged to transmit personal data to the municipality for the purpose of paying the recreation and spa fee and to keep records of this data.

3.7 We are entitled to process your personal data in order to protect our rights and legitimate interests, typically in the event of any dispute. In this case, we do not need your consent to process your personal data and the processing period may be extended.

4. What personal data does RELAX PARK TŘEBONĚ process?

4.1 We process identification data (name, surname, date of birth, address, ID number) and contact data (telephone number and/or e-mail address) about our guests and customers.

In the case of accommodation of foreigners, we also process other data (nationality, travel document number, visa number and address abroad) in accordance with the Foreigners' Residence Act. We also process data about the stay of our guests, in particular, the duration of their stay.

4.2 In the case of an order for an accommodation gift voucher, we process identification data (first name, surname) and contact data (telephone number, e-mail address and delivery address).

5. What authorization do we have to process your personal data?

We solely process personal data based on one of the legal grounds for each processing purpose.

- 5.1 In most cases, the processing of personal data is necessary for the establishment and performance of the relevant contract, most often a contract under which RELAX PARK agency provides services and goods to its guests and customers. In this case, we do not need your consent for your personal data processing.
- 5.2 In some cases, we process personal data on the grounds of our legitimate interest. This includes, for example, sending commercial communications or in cases where RELAX PARK agency asserts its claims or protects its rights and legitimate interests.
- 5.3 Another legal reason for processing personal data is a legal obligation imposed on us by generally binding legal regulations. In cases where we transmit personal data relating to the accommodation of our guests, in particular foreigners, to the Police of the Czech Republic or to a municipality, the legal reason for such processing of personal data is to fulfil an obligation imposed on RELAX PARK agency by law.
- 5.4 In some cases, the processing of personal data is based on your consent, in particular for marketing purposes, to provide various benefits to guests or customers, or to evaluate the quality of our services.

6. To whom else do we transmit personal data?

RELAX PARK agency carefully considers and assesses whether the transmission of personal data to another recipient is necessary and, in particular, whether the potential recipient is able to ensure adequate protection of the personal data transmitted. The transmission of personal data takes place exclusively upon the written contract for the personal data processing.

RELAX PARK TŘEBONĚ may transmit personal data:

- 6.1 To payment service providers and payment processors to secure the transfer of funds;
- 6.2 Some personal data may be transmitted to the person who handles accounting for RELAX PARK agency;
- 6.3 Some personal data (to a minimum extent) may be transmitted to companies that handle commercial communications and customer satisfaction surveys for us;
- 6.4 To other persons in charge of booking accommodation services that operate various reservation systems. The operators of the reservation systems process personal data for the purposes of the RELAX PARK agency and are not authorized to process this data for any other purpose or in any other way without our consent or instruction. However, please note that this may change if you have agreed otherwise with the reservation system operator, especially if you have registered with them;
- 6.5 Some personal data may be transmitted to the relevant public authorities on request. The persons to whom the data are transmitted are not authorized to process the data for any other purpose or to transmit them to any other person without the consent or instruction of RELAX PARK TŘEBONĚ unless they have a legal reason to do so.

The persons to whom the data are transmitted are not authorized to process the data for any other purpose or to transmit them to any other person without the consent or instruction of RELAX PARK agency unless they have a legal reason to do so.

7. Do we transfer your personal data to another country outside the European Union?

We do not transfer your personal data to a country outside the European Union (or outside the EEA countries, i.e., the European Economic Area) where a sufficient standard of personal data protection is not ensured. Nor do we intend to transfer personal data outside the European Union.

The only exception is if the data is processed by a reservation system operator that stores the data on a server located in another country. However, in no case is personal data transferred to a country where an adequate level of data protection is not ensured.

8. Would you like to know what personal data we process about you?

You can contact us at any time to request details of your personal data processing and we will provide you with detailed information free of charge or provide you with a copy of the processed data.

It is your right to access your personal data.

However, please note that in the event of repeated or unjustified requests, we may charge you for the costs involved or refuse to provide the information.

9. In what other matters can you contact us?

- 9.1 You have the right to rectification of your personal data, i.e., you can contact RELAX PARK agency with a request for rectification if the data that RELAX PARK agency holds about you is inaccurate, incomplete or outdated.
- 9.2 You have the right to erasure of your personal data, i.e., you can contact RELAX PARK agency to request that your personal data processed by RELAX PARK agency be deleted. The data may be deleted in one of the following cases: (i) the data is no longer necessary for the purpose for which it was processed, (ii) you have withdrawn your consent to the processing of the data, (iii) the data has been unlawfully processed, (iv) the data must be deleted to comply with a legal obligation, or (v) the data was collected in connection with the offer of information services.
- 9.3 You have the right to restriction of your personal data processing, i.e., you can ask RELAX PARK agency to restrict the processing of your personal data. Data processing may be restricted in one of the following cases: (i) you contest the accuracy of your personal data, or (ii) the processing of the data is unlawful but you oppose the erasure of such personal data, or (iii) you request the processing of personal data to pursue your claims, even though the purpose for which RELAX PARK agency processed the data has already been fulfilled, or (iv) you have objected to the processing and it has not yet been verified whether the legitimate interests of RELAX PARK agency override your legitimate interests.
- 9.4 You have the right to data portability, i.e., you can ask RELAX PARK agency to provide you with your personal data in a structured, commonly used and machine-readable format or to transmit those data directly to another controller. The data may only be transmitted if the processing is based on a contract or your consent and is carried out by automated means.
- 9.5 You may withdraw your consent to the processing of your personal data at any time.

10. When is it possible to object to the processing of personal data?

You have the right to object in the following cases.

- (a) You can object to the processing of personal data carried out by the RELAX PARK agency on the grounds of its legitimate interest. In this case, your personal data will no longer be processed unless the RELAX PARK agency proves to you that its legitimate interest overrides your interests.
- (b) You can object to the processing of your personal data if we process your personal data for direct marketing purposes. In this case, your personal data will no longer be processed.

11. For how long do we process your personal data?

The period for which we process your personal data is determined by our obligations under the contract that we have concluded with you and other obligations imposed on us by law, such as the obligation to archive statutory documents.

By law, we are obliged to keep records of the accommodation of foreigners for six years from the last entry in the register.

We are also obliged to keep records of the accommodation of persons for the recreational or spa stay for a period of six years from the last entry in the register.

In some cases, the duration of the processing of personal data depends on the duration of your consent to the processing. In other cases, the processing of personal data depends on the duration of our legitimate interest. In any case, we dispose of data that is not necessary for the fulfilment of the purpose or for which we have no lawful grounds for processing.

12. How can you proceed if you believe that **RELAX PARK TŘEBOŇ** is processing your personal data unlawfully?

You have the right to lodge a complaint with the supervisory authority, which is the Office for Personal Data Protection.

13. Information for other natural persons whose personal data is processed by **RELAX PARK TŘEBOŇ**

RELAX PARK agency also processes personal data of other natural persons, typically persons cooperating with RELAX PARK agency, business partners, customers, suppliers, etc.

Their personal data is also processed, most often to establish and perform a contract. The above applies mutatis mutandis to the processing of such personal data.

If any of your questions remain unanswered, you can contact us at the above contacts.