

## **PERSONAL DATA**

### **1. PROTECTION MEASURES AND POLITICAL PROTECTION OF THE PERSONAL DATA OF THE LAGADA BEACH HOTEL IN THE ISLAND OF MILOS GREECE.**

We would like to assure you that our Hotel Privacy Policy complies with the European Data Protection Regulation 2016/679 (GDPR) and Greek executive regulations. We will explain to you the reasons why we collect your information when you visit our hotel website by making a reservation directly, filling out the contact form or sending your details by asking us a question about room availability (Request Booking Form). We will also explain to you how we handle your information, how we secure and protect your rights, and how long we keep your personal data in our hotel database.

Please read this Privacy Policy carefully to understand how we will handle your personal data when you submit this data using one of the ways mentioned above. To use our website or our services, you must first accept the terms and conditions of this Privacy Policy.

If you do not agree with this Privacy Policy, please do not use our website or our services.

### **2. WHAT ARE YOUR PERSONAL DATA AND YOUR INFORMATION THAT WE COLLECT**

When you enter your personal data to make a reservation or use our services, we will certainly ask you to provide specific personal information, including your full name, email address, contact number, registration and payment details.

When you visit our website, we can and do constantly collect information through Google Analytics or our web hosting server about the pages you have accessed or visited as well as information about the use of our website, for example the pages displayed to you, the website from which you came to our website or this link, the changes you made to the information you gave us and your transactions, including the use of cookies.

We receive your personal information if you choose to provide it - for example, if you contact us by e-mail or if you sign up as a subscriber for some services. In some cases, you may have previously given your Personal Data to our Company. If you choose to register or link to our Company's website using a third-party unique registration service that verifies your identity and links your social media connection information (eg LinkedIn, Google or Twitter) to our Company, we collect any information or content needed for registration or connection, for which you have given the social media provider permission to share with us, such as your name and email address. The collection of other information may depend on the privacy settings you have set with your social media provider, so please read the privacy statement or privacy policy.

By registering and / or submitting your personal data to our Company, you also consent to the use of this data in accordance with this Statement. Your personal data is not used for any

purpose other than as per your permission, or unless otherwise required or permitted by law or professional standards. For example, if you subscribe to our Company's website and provide information about your preferences, we will use this information to personalize your experience as a user. When you sign up or sign in using a third party unique registration service, we may identify you as the same user regardless of the use of different devices and personalize your experience as a user. In some cases where you have registered for certain services, we may temporarily save your email address until we receive confirmation of the information you provided via email (by sending an email to the address you provided to register for registration, the registration request).

Our Company generally collects only personal data that is necessary in order to satisfy your requests. For example, if you use our services, we will use your data to fulfill our obligation to complete and provide our service under the agreement between us. We also use the data for our legitimate interests, such as providing you with the best and most appropriate content for the website, email and newsletter, to improve and promote our products and services, the content of our website, and for management purposes, fraud detection and other legal purposes. When we use personal data to serve our legitimate interests, we always give priority to your own rights and interests regarding the protection of your data against our own rights and interests. Where additional, optional information is sought, you will be notified at the time of data collection.

### **3. AUTOMATIC ASSOCIATION OF PERSONAL DATA**

In some cases, our Company as well as its service providers use cookies, web beacons and other technologies to automatically collect certain categories of data when you visit us online, as well as through the e-mails we may exchange. Collecting this data allows us to personalize your online experience, improve the efficiency, usability and effectiveness of our Company's online presence and evaluate the effectiveness of our services' marketing activities.

#### **3.1. IP ADDRESSES**

An IP address is a number assigned to your computer each time you access the Internet. Allows computers and servers to recognize and communicate with each other. The IP addresses from which visitors appear may be recorded for security reasons of information technology and system diagnostics. This data can also be used in aggregate form to analyze site trends and performance.

#### **3.2. COOKIES POLICY**

Cookies are small files that are temporarily stored on your computer's hard drive, these stored files can provide you with information as well as your interactions regarding the use of our website. As you will see, this is true from the first time you use our website as a cookie control system while you are allowed to allow or prohibit this process of using cookies on

your computer or device. The primary purpose of collecting this data from users on our website is to allow us to provide you with a smooth, efficient and personalized experience while using our website.

We advise you that if you do not agree to the use and storage of cookies by him on our website on your computer's hard drive, then you should take the necessary steps in the web browser's security settings to block all cookies from this website and the Proxy Servers (Routers).

Our website uses cookies provided by Google Analytics or the hosting server of our website to monitor the use of visitors to better understand how our website is used. The software will store a cookie on your computer's hard drive in order to locate and track the loyalty and use of our website, but it will never store, or personally collect, your personal data. If you want to read Google's privacy policy, see: [Google's Privacy Policy](#).

Other cookies may be stored on your computer's hard drive by other partners who provide us with services or other suppliers when this website links to them.

Other third-party tools and widgets may be used on our website to provide additional functionality. Using these tools or widgets may install a cookie on your device to make their service easier to use, and ensure that your activity is displayed correctly on our website. Cookies alone do not notify us of your email address or identify you in any other way. In our detailed reports, we may receive identification information including IP addresses, but only to determine the number of unique visitors to our website and the geographical origin of the visitors, and not to identify individual visitors.

### **3.3. Google Analytics**

Like most websites, it uses Google Analytics (GA) to track user activity. We use this data to determine the number of people using our site, to better understand how they find and use our website, and to see how they are doing within the site.

Although GA records data such as your geographical location, your device, your web browser, and your operating system, none of this information makes you personally known to us. GA also records the IP address of your computer, which could be used to identify you, but Google does not give us access to it. We consider Google to be a third party data processor.

GA uses cookies, details of which can be found in Google's developer guides. For your information, our website uses the GA analytics.js application.

Disabling cookies in your browser will prevent GA from tracking any part of your visit to pages within this site.

In order to provide website visitors with more options for how to collect their data from Google Analytics, Google has developed the Google Analytics Opt-out Browser Add-on. The add-on communicates with Google Analytics JavaScript (ga.js) to show that information about visiting the website should not be sent to Google Analytics. Google Analytics Opt-out Browser Add-on does not block the sending of information to the website or other web analytics services.

More information on how Google Analytics is used by our Company can be found here: <http://www.google.com/analytics/learn/privacy.html>

#### **4. DATA BASED ON GEOGRAPHICAL LOCATION**

This location data is collected in order to provide you with information about the services we believe may be of interest to you based on your geographical location, as well as to improve our products and services that we provide based on geographical location.

#### **5. APPLICATIONS AND WIDGETS OF SOCIAL NETWORKS**

Our Company's website may include functionality so that you can communicate through third-party social networking applications, such as the Like Facebook button and the Twitter widget. These social networking sites may collect and use information about your use of our Company's website. Any personal information you provide through such social networking applications may be collected and used by other members of that social networking app and these exchanges are governed by the privacy policies of the companies providing the application. We have no control or responsibility for these companies or the use of your information by them. In addition, our Company's website may host blogs, forums, crowd-sourcing and other applications or services (collectively referred to as "social media functions"). The purpose of social media functions is to facilitate the exchange of information and content. Any personal information provided on any social media function of our Company may be disclosed to other users of that social media function (unless otherwise stated in the collection point), on which we may have limited or no control.

#### **6. WHO IS THE PURPOSE WE USE YOUR PERSONAL DATA OR YOUR INFORMATION**

We may use your information for the following purposes:

1. During the usual course of our company, in order to be able to manage your reservation based on the fact that the processing is necessary for the execution of your reservation request or your direct reservation with our hotel for the provision of our services.
2. In order to be able to understand your personal preferences, to adapt the services that we will provide you as a guest in our hotel.
3. Save your data to relevant fields to make it easier for you to retrieve the information you are interested in when you visit our hotel's website again.
4. Contact you and send you information about the products and services we think you may be interested in. You will be able to leave such communications at any time by sending an email to: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)
5. Validate your information (and, in some cases, match it with information collected by third parties, such as travel agents and online brokers), to check that the data we have is relevant and accurate to our customers, is also accurate in terms of arrival date and reservation

payment level. This processing is considered necessary to carry out your reservation with our hotel or to provide some of our other services.

6. In order to ensure the legitimate interests of our hotel, there is a Closed Circuit TeleVision to ensure the safety and security of our premises, staff and customers.

7. Comply with any legal obligations relating to this issue.

8. We will do periodic checks so that your personal data stored for you is accurate.

9. If you want to be informed about your personal data that we maintain, please contact us at any time by sending your request with a message to our e-mail at: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)

10. It is mandatory to provide certain personal information if you are going to use our services. If you do not provide such data, we will not be able to provide our services.

## **7. WITH WHOM DO WE SHARE YOUR PERSONAL DATA AND INFORMATION**

In the context of the use of our services, you agree to share your personal information with the following parties:

1. With hotel executives and representatives such as service providers and partners, who process and store your data on our behalf.

2. With professional consultants of our hotel.

3. With the legal services of our hotel or the police authorities.

4. If you choose the double-entry process using third parties whose products, services or offers we believe may be of interest to you.

5. We do not share personal data with third parties who are not affiliated with us, unless this is required for our legitimate business purposes and our business needs, in order to meet your requirements and / or if required or permitted by law.

6. In some cases, our Company may share your personal data with various external companies or service providers or sellers who work on our behalf in order to respond to your requests, after informing you in advance and obtaining your consent.

7. Our Company may also disclose personal data relating to the sale, assignment or other transfer of the business of the website to which the data relates, in order to respond to requests from the government or law enforcement services or when required by law, current legislation, court decisions or legal regulations. Such disclosures may also be required for personal data protection checks or security checks and / or for investigating or responding to security complaints or threats.

8. Our Company does not sell personal data to any third parties. Also, our Company will not transmit the personal data you provide to any third party.

9. In case our hotel, or our company and all its assets are acquired by a third party or another company (in this case the personal data for the customers will be one of its transferred assets).

10. If we are obliged to disclose or share your personal data in order to comply with any legal obligation or to enforce or enforce any relationship with you. Also protect the rights of our hotel or the safety of our employees, customers or others. This includes exchanging

information with other companies and organizations or police authorities in order to protect against fraud and reduce the risk of stolen credit cards.

**We may transfer your personal data outside the European Economic Area (EEA). We will ensure that these transfers are legal and that your information remains secure in accordance with the GDPR.**

## **8. TIME DETERMINATION FOR YOUR PERSONAL DATA AND INFORMATION**

We only retain your personal data for as long as is necessary for the purpose provided for and in accordance with the law and it concerns taxation or legal obligations or enforcement of the law in general.

We will keep your data for as long as you maintain a contractual relationship with us both in paper and electronic form. In the event that, for any reason, it is interrupted, we will keep them for as long as is still required until the limitation period for any relevant claims has expired. The criteria used to determine the time of compliance include: (a) The period during which we have a continuous relationship with you (b) whether there is a legal obligation to which we are subject, or (c) whether the retention is consistent with our legal position (such as on the imposition of statute of limitations, judicial disputes or regulatory inquiries).

## **9. WHAT ARE YOUR RIGHTS FROM THE GDPR:**

1. Access to Your Personal Data: You may request access by requesting a copy of your personal data.
2. Right of Withdrawal: If you have given your consent to use your personal data, you may withdraw your consent at any time. Contact us if you want to withdraw your consent and we will delete your data according to your right to delete as described below. You can please contact us at any time by sending this request with a message to our e-mail at: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)
3. Correction: You can ask us to correct any inaccurate information about you. If you want to update the data we hold about you, contact us using the information below and provide the updated information. You can please contact us at any time by sending this request with a message to our e-mail at: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)
4. Delete: You can ask us to delete your personal data. If you would like us to delete the personal data we hold about you, please contact us using the information below, stating the reasons why you would like us to delete your personal information. You can please contact us at any time by sending this request with a message to our e-mail at: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)

5. Portability: You may ask us to provide you with the personal information we hold about you in a structured, widely used, readable form, or ask us to send your personal data structured to another data controller.

6. Copyright: You may object to the processing of your personal data in accordance with this Privacy Policy. Contact us using the information below, providing details about your objection. You can please contact us at any time by sending this request with a message to our e-mail at: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)

7. Make a Complaint: You can make a complaint about the processing activities of your personal data from our hotel to the supervisory authority where for Greece is the Data Protection Authority at [www.dpa.gr](http://www.dpa.gr)

To ask questions - complaints or to exercise any of your rights arising from this Privacy Policy please contact us by sending your request with a message to our email at: [info@lagadabeach.gr](mailto:info@lagadabeach.gr)

## **10. SECURITY AND INFORMATION TECHNOLOGY INSURANCE**

We will process all your information with great care and respect and we will try to take all reasonable measures to keep your personal data safe as soon as it enters our systems and database. We apply the most appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, modification, disclosure or destruction of your personal data and data stored on our website or the relevant database.

Note that no one on the Internet can guarantee their security and it is not considered as a secure means of storing and processing your personal data and information where we are certainly not the ones who will guarantee the security of any data disclosed on the internet. But instead, we and our staff do everything we can to keep your personal data safe under encrypted protection and security and protection software. However, we urge you to understand our healthy and valued effort and of course accept the inherent security risks of providing information and e-commerce via the Internet where it will not make us responsible for violating your personal data if this ever occurs.

Our Company implements reasonable policies and procedures for technical and organizational security in order to protect personal data and information from loss, misuse, alteration or destruction.

In addition, we try to ensure that access to your personal data is limited to those who need to be aware of it. The people who have access to the data are obliged to keep the confidentiality of this data.

Please note that transmitting information over the Internet is not completely secure. Although we make every effort to protect your personal data, we cannot guarantee the security of the data transmitted to our website. After receiving your details, we will implement strict procedures and security functions in order to try to prevent unauthorized access.

We make every reasonable effort to comply with the personal data we collect from you only for the period of time we need this data for the purpose for which it was collected or until

their deletion is requested (if this happens earlier), unless we continue to we comply with them in accordance with applicable law.

## **11. CONNECTIONS WITH OTHER WEBSITES**

Our Company's website may contain links to other sites governed by other Privacy Statements, the content of which may differ from this Privacy Statement. Please review the privacy policy of each website you visit before submitting any personal data. Although we try to provide links only to sites that share our high standards and respect for privacy, we are not responsible for the content, security or privacy practices of other websites.

## **12. PRESENTATION OF PROFESSIONAL SERVICES**

Our Company receives personal data when providing professional services - usually when providing services to individuals, employers, businesses with customers, natural persons and the public sector. Our customer relationships are governed by the letter of cooperation and the general terms of the transaction, including the use of the personal data we receive. Our Company provides services of various types and its role may not always be clear to individuals who are subject to the data. However, our Company complies with its obligations under current Greek and European legislation on personal data protection and applicable regulatory guidelines related to the management of personal data.

## **13. PERSONAL DATA BREACH**

We will report any illegal breach of the database of this website or the database of any third party data processing agency to anyone and all stakeholders as well as to the authorities within 72 hours of the breach, if it is obvious that the personal data is stored in recognizable form, have been stolen.

## **14. DATA CONTROLLER**

The person in charge of the processing of this website is the legal entity that represents the specific website and is legally represented.

## **15. CHANGES TO THIS DECLARATION**

Our Company submits this Statement to a frequent review and may amend or revise it periodically at our discretion. We encourage you to study this Statement from time to time to see if there are any changes to the way we handle your personal data. In the event that we make substantial changes or changes that affect you (eg if we start processing your personal



data for purposes other than those mentioned above), we will contact you before we begin processing.

## **16. COMMUNICATION WITH US**

If you have any questions, comments or complaints about the management or protection by us of your personal data or if you wish to modify your personal data or exercise any of your rights as a data subject, please contact us at the email address of our company.

This website uses cookies from Google to provide its services and to analyze traffic. Your IP address and username are communicated to Google, along with performance and security measurements, to ensure the quality of the service, to create statistics on usage, and to identify and address abuse.

<https://policies.google.com/technologies/cookies?hl=el>