

GDPR

Terms and Conditions for Processing Personal Data ("Terms")

Terms used:

Data Controller: Hybernská Properties s.r.o., Hybernská 24, Prague 1 110 00 (hereinafter "Hotel")

Customer: natural or legal person using the services of the operator

Regulation: Regulation (EU) No 2016/679 of the European Parliament and of the Council of 27 April 2016, General Data Protection Regulation

General provisions

1. The subject of these terms and conditions is to ensure the processing of personal data of customers obtained in the course of the Hotel's business activities and to establish the obligation to maintain the confidentiality of this information, to the extent and under the conditions set out in these terms and conditions.
2. The hotel undertakes to process the personal data of customers in accordance with these terms and conditions. These terms and conditions are made within the scope of the rights and obligations arising from the relevant legislation, in particular Regulation (EU) No 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation ("the **Regulation**"), when processing personal data pursuant to the preceding paragraph.

Rights, obligations and confidentiality

1. The Hotel undertakes to take such technical, personnel and other necessary measures to prevent unauthorized or accidental access to personal data, their alteration, destruction or loss, unauthorized transfers, other unauthorized processing or other misuse of personal data.

2. In connection with the provision of accommodation services, the Hotel is obliged to process the personal data of guests. These data are handled in particular by:
 1. Hotel receptionist
 2. Hotel Manager
 3. Accounting department
 4. IT department

3. The aforementioned users have been informed of the sensitivity of personal data. They handle the personal data of guests exclusively within the scope of the services provided by the Hotel. Neither the Hotel nor its employees pass on guests' personal data to other entities. Other processors of guests' personal data are:
 1. HotelTime hotel system

4. The conditions of processing and handling of guests' personal data are regulated in the processing contract between the hotel and the processor.

Customer information

1. The hotel has a legal obligation to keep certain personal data about its guests, in particular **name, surname, date of birth, address and period of accommodation, number and type of document, visa if applicable, purpose of stay**. This obligation is governed by **the Act on the Residence of Foreigners in the Czech Republic (326/1999)** and the **Act on Local Fees (565/1990)**. According to this legislation, the hotel is obliged to keep personal data on customers for 6 years.
2. Beyond the legal obligations, other personal data may be collected: **CCTV footage, email and telephone** for communication with the guest in the case of online or email bookings.
3. The customer has the right to ask the hotel for an overview of his/her personal data at any time. This information is stored in (i) the guest card in the hotel system, (ii) the housekeeping book and (iii) the register book, which are kept in hard copy in a locked room. In the event of a request for deletion of personal data, the Hotel will delete the guest card and shred the guest register and the register book. However, the Hotel must comply with the above laws. The personal data listed above can only be deleted after the legal deadline has passed.

Technical and organisational safeguards for the protection of personal data

1. The Hotel undertakes to ensure the technical and organizational protection of the personal data processed so that unauthorized or accidental access to the data, their alteration, destruction or loss, unauthorized transfers, other unauthorized processing, as well as other misuse cannot occur and that all obligations of the data controller arising from legal regulations, in particular the Regulation, are ensured by staff and organization at all times during the processing of the data.

2. The hotel undertakes to ensure that the processing of data is secured in particular in the following way:
 - only authorised persons of the Hotel who have been provided with the terms and scope of data processing by the Hotel will have access to the personal data and each such person will access the personal data under their unique identifier;
 - personal data will be processed in the Hotel's premises, to which only authorized persons or its contractors (subcontractors) bound by the same obligations will have access;
 - The Hotel will prevent the unauthorized reading, creation, copying, transmission, modification or deletion of records containing personal information;
 - take measures to identify and verify to whom the personal data have been transmitted, processed, altered or erased.

3. The Hotel undertakes to ensure through its own internal regulations or special contractual arrangements that its employees and other persons who will process personal data will do so only under the conditions and to the extent specified by the Hotel and in accordance with the Hotel's instructions. In particular, he/she will himself/herself (and will also bind such persons named) to maintain confidentiality of personal data and of security measures, the disclosure of which would compromise the security of personal data, even after termination of employment or relevant work with the Hotel.

Camera system

1. The hotel and castle grounds are monitored by a camera system with recording.

2. The CCTV system is used to prevent the protection of customers and hotel and customer property.
3. The camera system is installed only in publicly accessible areas. It does not in any way interfere with the privacy of the hotel rooms.
4. In accordance with the registration with the Office for the Protection of Human Rights and Fundamental Freedoms, the recording of the camera system is kept for 7 days.
5. The camera system is operated in accordance with the General Provisions of these Terms and Conditions and the internal directive on the operation of the camera system in Hybernská Properties s.r.o.

Last update date: 01.01.2023