

## Privacy

### 1. General provisions

The company MS System, s.r.o., Južná classeda 8, 040 01 Košice, as the operator (hereinafter referred to as Hotel Karpatia), respects your right to privacy and the privacy of every person who visits the hotel or uses our website. Hotel Karpatia collects, processes and uses personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons in the processing of personal data and on the free movement of such data and Act No. 18/2018 Coll. on the protection of personal data and performs actions necessary to ensure compliance with these legal regulations. We have implemented all the necessary measures to secure and store your personal data that you provide to us.

### 2. Collection, use and processing of personal data

Hotel Karpatia collects only those personal data, to the processing and use of which the client gives his voluntary consent. If you voluntarily provide us with personal data, we will not use it, process it, or transfer it beyond the limits of legal regulations or beyond the scope specified by you in your consent statement. We process your data when using electronic communication with you, for direct marketing, sending evaluations of hotel services on travel portals or for registration in our permanent guest program. These data are necessary to provide you with our services, to participate in competitions, to communicate with you by mail, or to provide information about upcoming events and promotions of Hotel Karpatia. We will provide your personal data to a third party only if we are forced to do so by a court decision or other decision of a public authority.

### 3. Safety

Hotel Karpatia keeps your data safe and only authorized and informed persons of our company have access to personal data. We ensure a secure IT environment and have taken the necessary measures to prevent the leakage of personal data that we obtain and process.

### 4. Your suggestions/comments

Person responsible for personal data protection

Hotel Karpatia disposes of stored data after the expiration of the period determined by law or the consent granted. Of course, you can request the disposal of your data at any time. You are entitled to withdraw your consent to the processing or use of your personal data with future effects at any time. In these cases, or if you have any other suggestions regarding your personal data, please send us an e-mail or letter to the address: Hotel Karpatia, Čsl. Armády 26, 066 01 Humenné, or e-mail: [manager@hotel-karpatia.sk](mailto:manager@hotel-karpatia.sk). At the same time, please contact us using the indicated method if you want to find out whether we have kept your data, and if so, what kind. We will do our best to handle your requests as soon as possible.

### 5. Social network Facebook

Our website may contain so-called Plug-ins of the social network facebook.com, operated by Facebook Inc, 1601 S. California Ave, Palo Alto, CA94304, USA ("Facebook"). Such plug-in modules mainly represent Facebook buttons such as "Like" or "I like". If you access our websites that are equipped with such plug-ins, your internet browser will make a direct connection to the server of the social network Facebook and the plug-in will be displayed on

the screen via a notification in your browser. The plug-in will inform the Facebook server which of our websites you have visited. If you are a member of the Facebook network and are logged in to your Facebook user account when you visit our website, Facebook will link this information to your Facebook user account. Using any of the plug-in functions (e.g. clicking the "Like" button, making a comment) will also link this information to your user account on the Facebook network. Further information about the collection and use of data by the social network Facebook and about the rights and options for protecting your personal data is available at the address of the Facebook network <http://www.facebook.com/policy.php>. You can interrupt the connection of your user account on the social network Facebook with a visit to our website on Facebook if you log out of your user account on the social network Facebook before visiting our website.  
(Link to Instruction on the rights of the person concerned)

### Newsletter

By providing an e-mail address, you agree to receive information about news, discounts and other marketing products via the newsletter and have read the Hotel Karpatia personal data protection terms.

List of personal data: name, surname, title, e-mail address

Legal basis: Your consent

Beneficiaries or categories of beneficiaries: Hotel Karpatia

Transfer of personal data to a third country: there will be no

Period of storage of personal data: 2 years

Contact information for the responsible person: [manager@hotel-karpatia.sk](mailto:manager@hotel-karpatia.sk)

(link to IS9 Newsletter)

### Reservation

The provided personal data will be used only for the purpose of booking accommodation and services. After fulfilling the purpose of processing personal data, Hotel Karpatia will ensure the disposal of personal data without undue delay.

List of personal data: name, surname, title, e-mail address, telephone number

Beneficiaries or categories of beneficiaries: Hotel Karpatia

Transfer of personal data to a third country: there will be no

Period of storage of personal data: until the end of the stay

Contact information for the responsible person: [manager@hotel-karpatia.sk](mailto:manager@hotel-karpatia.sk)

(link to IS4 Hotel system)

### Registration - loyalty program

By providing personal data, I agree to their use for the purpose of registering for a Club and/or Discount card.

List of personal data: name, surname, title, address, e-mail address, telephone number

Beneficiaries or categories of beneficiaries: Hotel Karpatia

Transfer of personal data to a third country: there will be no

Period of storage of personal data: 3 years

Contact information for the responsible person: [manager@hotel-karpatia.sk](mailto:manager@hotel-karpatia.sk)

(link to IS4 Hotel system)

### Camera system

The purpose of processing personal data is: monitoring premises through a camera system for the purposes of security, crime detection, protection of property and health.

List of personal data: video recording of a person or vehicle

Beneficiaries or categories of beneficiaries: Hotel Karpatia, law enforcement authorities in criminal and misdemeanor proceedings

Transfer of personal data to a third country: there will be no

Period of storage of personal data: within 15 days from the date of recording

Contact information for the responsible person: [manager@hotel-karpatia.sk](mailto:manager@hotel-karpatia.sk)

(link to IS3 Camera system)

Hotel Karpatia will ensure an adequate level of personal data protection, will process personal data only in accordance with good manners and will act in a manner that does not contradict the Personal Data Protection Act or other generally binding legal regulations and will not circumvent them.

### Rights of the Provider of personal data:

- The Provider may withdraw consent to the processing of personal data at any time free of charge in writing at the address: Hotel Karpatia, Čsl. Armády 26, 066 01 Humenné
- The provider has the right to demand from Hotel Karpatia access to his personal data and the right to their correction or deletion or restriction of processing, or the right to object to processing, as well as the right to data portability,
- The provider has the right to defend his rights through a responsible person or by submitting a request for an investigation, a complaint, to a supervisory authority; in Slovakia, the Personal Data Protection Office pursuant to §100 of Act no. 18/2018 Coll.