



**Privacy management system
Privacy notice for guests**

02_01_01 Customers Treatment Consent

Rev.

Date

Sheet

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Information note on the processing of personal data Ex Article 13 of the Regulation (EU) 2016/679

The company Martello Gestioni Srl, which manages the HOTEL Principe di Lampedusa Piazza Cassa di Risparmio No. 17 - 90133 Palermo (PA), RIALTO MEDUSA N. 4 - 92010 LAMPEDUSA (AG) VAT number 01927280840 Reception: +39 091/8601322, as Data Controller, in the person of its legal representative pro tempore, wishes to inform you that the European Regulation 2016/679 "General Data Protection Regulation" - GDPR (which replaces the previous "Privacy Code" D.Lgs. 196/03) is a set of provisions that harmonize the protection of personal data, in all EU member states. In accordance with the provisions of Articles 13 and 14 of EU Reg. 2016/679, we therefore provide you with the present information that will enable you to know all our policies on the processing of the data we collect, to understand how your personal information is handled when using our hotel services. This in order to allow you to give an expressed, aware, informed and specific consent to the processing of your personal data, regardless of the means of communication and the purposes for which it comes into contact with Martello Gestioni S.r.l.

1. Personal information collected

In any occasion of contact or interaction with the guest and in all other aspects of our work, we may collect personal information. This personal information may include:

- your contact information; personal information, nationality, passport number and date and place of issue; travel history;
- payment information, such as card number and other card information, as well as authentication information and other billing and account details related to electronic invoicing;
- preferences, with prior written consent, of the guest; about marketing and communication; as well as relating to his reservation;
- only with the prior consent of photographic shots and video filming;
- only in special cases and with the implementation of all safety measures, data related to health, in relation to eating habits for the catering service.

In particular, **personal data contained in the c.d. "Notification form"** (art. 109 of the Consolidated Law on Public Security Laws), which will be requested at the time of booking, consist of:

- personal data: name, surname, date and place of birth and citizenship;
- residence and contact details, including address, e-mail address and telephone number;
- data relating to other members of the family unit in case of stay of the same (with indication of the name and date and place of birth).

Profiles of events:

if the client plans to organize an event with us, we will record the specifications of the event or meeting, the date, the number of guests, the details on the guest rooms and, for company events, information on its organization (name, annual budget, number of events sponsored each year). We also collect information about guests who are part of your group or event.

If the guest visits us within a group, we can request his personal information from the group and we can send commercial information upon his express consent following his stay with a group or attending an event.

2. Purposes of Treatment

The processing of data is finalized for the following purposes:

1. management of customer relations (booking management, issuing of invoices, estimates), executing any contractual obligations, managing disputes and fulfilling regulatory obligations, especially accounting and tax;
2. in a variety of ways, for example to provide and customize the services that require Martello Gestioni S.r.l.
3. sending (with your written consent) of promotional offers on our services and updates on rates and offers, as well as greetings by ordinary mail or by fax or email;
4. to execute (with your written consent) to hotel services such as external communication of data relating to your stay for the exclusive purpose of allowing the function of receiving objects, messages and telephone calls addressed to you.
5. to process, with prior written consent, the sensitive data voluntarily transmitted in order to offer a better level of hospitality at our hotel.

We collect e-mail addresses to send, with prior written consent, our newsletters, our best wishes for the holidays, invitations to events and cultural activities organized within the structure.

3. Place of Treatment

The data will be processed by the data controller at its registered office and operating office.

4. Nature of the provision of data

In the case of a reservation for a hotel stay, the provision of the data of the notification form is obligatory and failure to provide it may make it impossible to obtain what has been requested.

For further purposes, the provision of data is optional and does not prevent the provision of the requested service (hotel stay).

5. Tempi di conservazione

Your personal data processed for the purposes referred to in paragraphs 1 and 2 will be kept for the time necessary for the execution of the contract for hotel services or within the time limits set by the applicable laws.

Your personal data processed for the purposes of the number 3-4-5 will be kept for the time necessary for the provision of the service and, however, until you ask to withdraw consent to the processing of data.

6. Data transfer

The Data Controller does not transfer personal data to third countries or to international organizations.

7. Withdrawal of consent and Rights of interested parties

With reference to art. 6 of the GDPR 679/16, the interested party can withdraw the consent at any time. With reference to art. 15 "right of access", art. 16 "right of rectification", art. 17 "right to cancellation", art. 18 "right to limitation of treatment", art. 20 "right to portability", article 21 "right to oppose the automated decision-making process" of the GDPR 679/2016. The interested party has the right to lodge a complaint with the supervisory authority of the state of residence.

At any time you can exercise your rights towards the data controller, tel. 091/8601322, e-mail: info@principedilampedusa.it.

8. Automated decision-making processes

The Data Controller does not process treatments consisting of automated decision-making processes.