

Security and Data Protection

Your security is our priority. The booking system uses a secure **SSL** connection and verified security certificates from **CERTUM**. All data transmitted – including personal and payment details – is encrypted, so that no unauthorised person can access it.

Payment Data Protection

Credit card details (name, card number, expiry date, etc.) are protected by strong encryption using **CERTUM SSL** technology. This ensures that your payment details are secure whilst being transmitted over the internet.

Personal data protection

This statement applies to the company's websites and systems. We respect your privacy and ensure transparency in the handling of personal data.

Who has access to your data?

- **The accommodation providers** with whom you make a booking
- **Payment service providers** (banks, payment gateways)
- **Public authorities**, where required by law

If you have any doubts about the accuracy or completeness of the data processed, please contact us using the details provided at www.bookolosystem.com.

What data we process and why

We process only the data necessary for the provision of our services:

What data:

- First name and surname
- Contact details (email, telephone number, address)
- Booking details (date, accommodation, etc.)
- Payment details (e.g. credit card number)

Why:

- So that we can process and fulfil your booking
 - To keep you informed about the status of your booking
 - So that we can issue invoices and fulfil our legal obligations
 -  If you have given us your consent, also to send you our newsletter
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Legal basis for processing

We process your data on the basis of:

- **performance of a contract** (e.g. making a booking),
 - **compliance with a legal obligation**,
 - **legitimate interest** (e.g. protection of property, enforcement of rights),
 - **or your consent**, if you have given it (e.g. for marketing emails).
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Data retention period

- For the duration of the contractual relationship and for a further **10 years** for accounting and legal purposes.
 - If you have given your consent (e.g. for a newsletter), we retain the data for a maximum of **10 years** or until you withdraw your consent.
 - Once this period has elapsed, the data is securely deleted or anonymised.
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Withdrawal of consent

You may **withdraw** your consent to the processing of personal data at any time, **free of charge** – simply contact us. Withdrawal does not affect processing that took place prior to withdrawal, nor processing that is necessary for legal reasons.

Who has access to your data

Only the following have access to your data:

- our employees and authorised persons,
- contractual partners who help us provide services (e.g. IT support, accommodation providers, payment gateways).

All our partners comply with the legal requirements for the protection of personal data.

☐ **Cookies**

To make your experience on our website more convenient, we use **cookies** – small files stored by your browser. Cookies help us to:

- customise the website's content,
- remember your settings,
- improve our services.

We also use third-party cookies, such as those from **Google**, for anonymous traffic analysis (Google Analytics) and to display relevant adverts (remarketing).

You can **disable or delete** cookies in your browser at any time. However, if you disable them, some parts of the website may not work properly.

Google Analytics

This website uses **Google Analytics** – a tool for anonymous traffic monitoring. Google uses cookies to analyse how you use the website and provides us with summary reports (e.g. number of visits, duration of visits, etc.).

If you do not wish to be tracked, you can install the **Google Analytics Opt-out** browser add-on.

For more information, please visit the [Google Privacy & Terms page](#).

Contact

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