

# Terms and Conditions for processing personal data (GDPR)

Terms and Conditions of Personal Data Processing (GDPR)  
("Terms")

Terms used:

Hotel Senimo, Senimo a.s.

Registered office: Pasteurova 905/10 77900 Olomouc

ID: 47675683

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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 the personal data of Customers obtained in the course of the Hotel's business activities, as well as to establish the obligation to maintain the confidentiality of such information obtained, to the extent and under the conditions set out in these terms and conditions.
2. The Hotel undertakes to process the personal data of the 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 when processing personal data pursuant to the previous paragraph, 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").

## Rights, obligations and confidentiality

1. The Hotel undertakes to take such technical, personnel and other necessary measures to prevent unauthorised or accidental access to, alteration, destruction or loss of personal data, unauthorised transmissions, other unauthorised 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:
  - a. Hotel receptionist
  - b. Hotel manager
  - c. The hotel's operations manager
  - d. Accountant
  - e. Communication network manager
3. The above mentioned users have been instructed on the sensitivity of personal data. They handle the personal data of the guests only in the context 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:
  - a. Hotel system: Rehos
4. The terms of processing and handling of guests' personal data are regulated in the processing contract between the hotel and the processor.

## DPO, Trustee

The Hotel's trustee is Bc. Dagmar Zajíčková, dagmar.zajickova@senimo.cz. The Hotel has provided the DPO with the training necessary to perform the duties of the DPO in accordance with the Regulation.

### **Information about customers**

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, any visa, 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 Taxes (565/1990). According to this legislation, the hotel is obliged to keep personal data on customers for 6 years.
2. The customer has the right to ask the hotel for an overview of their personal data at any time. This information is stored in the guest card in the hotel system and in a record book, which is 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 room and 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 organisational protection of the personal data processed in such a way that unauthorised or accidental access, alteration, destruction or loss of data, unauthorised transfers, other unauthorised processing or other misuse of data cannot occur and that all the obligations of the data controller arising from legal provisions, in particular the Regulation, are ensured by staff and organisation at all times during the processing of data.
2. The hotel undertakes to ensure that the processing of data is secured in particular in the following way:
  - (a) only authorised persons of the Hotel who have been given the terms and scope of the 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;
  - b) personal data will be processed on the Hotel's premises, to which only authorised persons or its contractors (subcontractors) bound by the same obligations will have access;
  - c) the Hotel shall prevent the unauthorised reading, creation, copying, transmission, modification or deletion of records containing personal data;
  - d) take measures to identify and verify to whom the personal data have been transmitted, processed, modified or deleted.
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 at the Hotel.

### **Camera system**

1. The hotel uses a camera system to prevent the protection of its customers and their property. The hotel declares that it does not work with the recordings in any way, does not provide them to third parties or entities.

If a guest believes that. that his/her personal data is being unlawfully processed, he/she may lodge a complaint with the supervisory authority, which for the territory of the Czech Republic is the Office for Personal Data Protection. -[www.uoou.cz](http://www.uoou.cz)

Date 10.09.2024