

Terms and Conditions for the Processing of Personal Data (GDPR)

1. Data Controller

Windsor Spa Hotel s.r.o.

Registered office: Mlýnské nábřeží 507/5, 360 01 Karlovy Vary

Company ID: 01976486

(hereinafter referred to as the “**Controller**”)

The Controller operates the following facilities:

- **Windsor Spa Hotel**
- **Hotel Romania**

Contact information:

office@windsorspahotel.cz

2. Basic Terms

- **Customer (guest)** - a natural or legal person using the Controller’s services.
 - **Regulation (GDPR)** - Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data.
-

3. Purpose of Personal Data Processing

The Controller processes its customers’ personal data for the following purposes:

- to arrange and provide accommodation and spa services,
 - to maintain guest records in accordance with legal obligations,
 - maintaining accounting and tax records,
 - processing reservations, issuing invoices, and communicating with customers,
 - ensuring the safety of persons and property (CCTV system),
 - marketing communications (only with the data subject’s consent),
-

4. Scope of Processed Data

In connection with the provision of services, the Controller may process the following data:

- first name, last name, date of birth, permanent address,

- ID number and type, visa information, and purpose of stay (in accordance with Act No. 326/1999 Coll. and Act No. 565/1990 Coll.),
 - contact information: email, phone number,
 - stay details (date of arrival and departure, type of service),
 - CCTV footage from publicly accessible areas,
 - payment details to the extent necessary for billing services,
 - health data in the context of medical treatment
-

5. Legal Basis for Processing

Personal data is processed:

- to **fulfill the contract** between the customer and the Controller,
 - to **comply with legal obligations** (e.g., guest registration, tax and accounting obligations),
 - based **on the Controller's legitimate interest** (property protection, communication with customers),
 - in connection with the provision of spa and health services, special categories of personal data may be processed pursuant to Article 9 of the GDPR, in particular data regarding health status, exclusively for the purpose of providing healthcare and maintaining medical records to the **extent prescribed by law**.
 - **where applicable, based on the data subject's consent** (e.g., sending marketing communications).
-

6. Data Retention Period

- Guest data is retained for the period specified by law, typically **6 years** from the end of the stay.
 - CCTV footage is retained for a maximum of 7 days; longer retention is permitted only in the event of an investigation into a security incident.
 - Data processed on the basis of consent is retained until such consent is revoked.
-

7. Authorized Persons and Processors

Access to personal data is restricted to persons authorized by the Controller, namely:

- hotel and spa receptionists,
- hotel and spa manager,
- physician,

- accounting department,
- the IT department,
- the marketing consultant,
- the personal data of data subjects is not transferred outside the EU or to international organizations.

External processors:

- the **Previo hotel system**,
- the **Medicus reservation system** (Spa only).

All processors are contractually bound to comply with GDPR regulations and maintain confidentiality.

8. Protection of Personal Data

The controller has implemented appropriate technical and organizational measures to prevent:

- unauthorized or accidental access to data,
- loss, destruction, or alteration of data,
- unauthorized disclosure or misuse of data.

Personal data is stored in the hotel system, in record books, and in locked areas accessible only to authorized persons.

Each authorized person is assigned a unique identifier. Access and operations involving data are monitored and documented.

DPO, Data Protection Officer

The controller has appointed Ms. Ing. Sylva Brouková as the Data Protection Officer, who can be contacted at the following email address: sylva.broukova@windsorspahotel.cz

9. CCTV System

The **premises of the Windsor Spa Hotel** are monitored by a CCTV system with recording:

- the purpose is the **prevention and protection of persons and property**;
- cameras are **located only in publicly accessible areas**;
- **they are not installed** in guest rooms or spa facilities;
- Camera recordings are retained for a maximum of 7 days; longer retention is possible only in the event of an investigation into a security incident;

- Operation of the CCTV system is governed by the internal guidelines of Windsor Spa Hotel s.r.o. and is registered with the Office for Personal Data Protection (ÚOOÚ).
-

10. Rights of the Data Subject

Every customer has the right:

- to **access** their personal data,
- to have their personal data **corrected or deleted**,
- to **restrict processing**,
- to **data portability**,
- to object to processing,
- to file a **complaint** with the Office for Personal Data Protection, Pplk. Sochora 27, 170 00 Prague 7 (www.uoou.cz),
- The controller does not engage in automated decision-making or profiling within the meaning of Article 22 of the GDPR

Requests may be submitted in writing or by email to the contacts listed above.

The Controller is required to respond **within 30 days** of receiving the request.

11. Confidentiality

All persons involved in the processing of personal data are required to maintain confidentiality regarding the data obtained even after the termination of their employment or contractual relationship with the Controller.

12. Final Provisions

This Policy may be updated from time to time. The current version is always published on the website: www.windsorspahotel.cz

Previous versions of this Policy are archived and available for inspection upon request; the current version is always marked with the effective date.

Last updated: April 2026

Cookie Policy

What Are Cookies?

Cookies are small files that store information in your browser and are commonly used to distinguish individual users. However, this information does not allow for the identification of a specific individual.

How We Use Cookies

To ensure the proper functioning of our website so that the booking process can be completed with as little difficulty as possible.

To determine which pages and features visitors use most frequently.

What Cookies We Use:

The cookies used on our website can be divided into two basic types based on their duration. Short-term “session cookies,” which are temporary and remain stored in your browser only until you close it, and long-term “persistent cookies,” which remain stored on your device for much longer or until you manually delete them (the duration for which cookies remain on your device depends on the cookie’s settings and your browser’s settings).

Based on the function they serve, cookies can be divided into:

- conversion cookies, which allow us to analyze the performance of various sales channels
- tracking cookies, which, in combination with conversion cookies, help analyze the performance of various sales channels
- remarketing cookies, which we use to personalize ad content and ensure proper targeting
- analytical cookies, which help us improve the user experience of our website by understanding how users interact with it
- essential cookies, which are necessary for the basic functionality of the website

The use of cookies that are not necessary for the operation of the website is subject to the user’s consent, which may be granted, refused, or modified at any time via the cookie settings on the Administrator’s website.

Some cookies may collect information that is subsequently used by third parties, such as to directly support our advertising activities (so-called “third-party cookies”). However, you cannot be identified based on this data.

The cookies we use allow us to improve our website.

If you do not wish to accept cookies, you can adjust your browser settings. The Help function in your browser explains how to change these settings. You can also visit www.aboutcookies.org, which contains comprehensive information on how to manage cookies in a wide range of browsers.

Please note that if you block cookies, you may not be able to fully use all the features of this website, particularly the booking system to complete a reservation.