

Dear client, customer, business partner.

This information on personal data protection and privacy applies to you and your personal data because you are our client, customer or business partner. Our company acts as a controller in the processing of your personal data.

We want to explain to you how we will use the personal data we collect from you or from third parties during the duration of our contractual relationship or after its termination.

With this document, we also want to fulfill our obligation to provide information pursuant to Art. 13 Regulation (EU) No. 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation) and Act No. 18/2018 Coll. of 29 November 2017 on the protection of personal data and on the amendment of certain acts

Operator:

DAMIAN JASNA HOTEL RESORT & RESIDENCES, sro
Demanovska Dolina 555,
031 01 Demänovská Valley
Slovak Republic
ID: 54 998 778

Joint operator:

Accor S.A.
82 rue Henri Farman CS
20077
92445 Issy-Les-Moulineaux
FRANCE

Contacts and methods of communication with the person with whom you can communicate regarding personal data protection:

- in writing at the hotel address
- electronically at the address: osobne.udaje@damianjasna.sk
- in person at the hotel reception

Who are you?

Data subject: any natural person to whom personal data relate. For the purposes of this document, in particular a person entering into a contractual relationship with the operator, a contact and/or authorized person acting on behalf of the contracting party concluding a contract with the operator, a person using the services provided by the operator, a person moving in the monitored area, etc. (hereinafter referred to as **the "data subject"**). In the event that data about the data subject is provided to the operator by another person (or e.g. a contracting party), the provider of the data subject's personal data is authorized to do so only if it has a legitimate legal basis for the provision under the relevant provisions of the GDPR or the Personal Data Protection Act and is obliged to be able to prove it upon the operator's request.

**Why does the operator process your personal data, what
Types of personal data and what are
the purposes of their processing?**

We process the following data:

1. For the purpose of concluding a contractual relationship between the data subject and operator

in particular to the extent of contact details, identification details, payment details and other specific data necessary for the performance of the contract.

The processing is carried out in accordance with **Art. 6 para. 1 letter b) GDPR and is necessary for the performance of a contract** to which the data subject is a party or in order to take steps at the request of the data subject prior to entering into a contract, including the submission of offers and calculations. The provision of personal data by the data subject is a contractual requirement. **Failure to provide the required personal data will make it impossible to enter into a contractual relationship with the data subject.**

Personal data may be provided

- Supervisory authorities in the performance of their activities under a specific legal regulation (e.g. Slovak Trade Inspection)
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator
- Law firm, postal company, reservation operators systems
- and other recipients to whom the controller is obliged or authorised to provide personal data

The data is stored for at least 5 years after the termination of the provision of services. If personal data is part of an accounting document or supporting document, the data is stored for 10 years from the year following the termination of the contractual relationship and the payment of all obligations of the contracting parties.

2. For the purposes of communication in connection with the conclusion of contractual and binding relations between a contracting party who is not the data subject and the controller

in particular to the extent of identification data and contact data and other specific data necessary for the performance of the contract. Processing is carried out in accordance with **Article 6(1)(f) of the GDPR** (e.g. communication with contact, authorized and authorised persons of the contracting party or persons authorised by the contracting party for the purposes of establishing pre-contractual relations, including submitting offers and calculations, fulfilling the subject matter of the contract or obligation, recovering the receivable, etc.). Personal data may be provided

- Supervisory authorities in the performance of their activities under a specific legal regulation (e.g. Slovak Trade Inspection)
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator
- Law firm, postal company,

and other recipients to whom the controller is obliged or authorized to provide personal data.

The data is processed for a period of at least 5 years from the end of the provision of services. If personal data is part of an accounting document or supporting document, the data is stored for a period of 10 years from the year following the end of the contractual relationship and the payment of all obligations of the contracting parties.

3. For the purposes of keeping records and reporting the residence of residents of the Slovak Republic and processing reports and announcements.

The processing is carried out in accordance with **Art. 6 para. 1 letter c) GDPR and is necessary to fulfill the legal obligation of the controller pursuant to Act No. 500/2004 Coll. full text of Act No. 253/1998 Coll. on reporting the residence of citizens of the Slovak Republic and the register of residents of the Slovak Republic.** The data subject is obliged to provide personal data. **Failure to provide personal data will make it impossible to provide accommodation to the person concerned.** Personal data may be provided

- Supervisory authorities in the performance of their activities under a specific legal regulation (e.g. Slovak Trade Inspection)
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator
- A law firm, a postal company, and other recipients to whom the controller is obliged or authorized to provide personal data.

The data is stored for at least 5 years after the end of the provision of accommodation services.

4. For the purposes of keeping records and reporting the residence of foreigners and issuing related confirmations, reports and notifications.

The processing is carried out in accordance with **Art. 6 para. 1 letter c) GDPR and is necessary to fulfill the legal obligation of the controller pursuant to Act No. 404/2011 Coll. on the residence of foreigners.** The data subject is obliged to provide personal data. Failure to provide personal data will not allow the data subject to be provided with accommodation.

Personal data may be provided

- Supervisory authorities in the performance of their activities under a specific legal regulation (e.g. Slovak Trade Inspection)
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator
- A law firm, a postal company, and other recipients to whom the controller is obliged or authorized to provide personal data.

The data is stored for at least 5 years after the end of the provision of accommodation services.

5. For the purpose of collecting accommodation taxes

in accordance with the General Binding Regulation of the City, which was issued in accordance with Act No. 582/2004 Coll. on local taxes and local fees for municipal waste and small construction waste, as amended. The scope of the processed data is set out in Section 7 of the aforementioned generally binding regulation of the City.

The processing is carried out in accordance **with Article 6(1)(c) of the GDPR and is necessary for the fulfillment of a legal obligation of the controller** and/or the data subject (in particular for the purpose of fulfilling the obligations arising from the aforementioned generally binding regulation, recording the accommodated persons in the form of an annex to the accommodated persons' book and proving

correctness of the collection of accommodation tax). Failure to provide personal data will make it impossible to calculate the tax and collect the fee from the person concerned, which will result in the person concerned having to personally notify the municipality of the obligation to pay the tax.

Personal data may be provided

- the municipality that is the tax administrator
- and other recipients to whom the controller is obliged or authorised to provide personal data

The data is kept for at least 10 years from the date of tax collection.

6. For the purpose of ensuring the exercise of the rights of data subjects in accordance with the GDPR and keeping relevant records

The processing is carried out in accordance with **Art. 6 para. 1 letter f) GDPR and is necessary to protect the legally protected interests of the controller and the data subject arising from the provisions of the GDPR**. The data subject is obliged to provide personal data, in particular to the extent of identification data necessary for their precise identification in the controller's systems and contact data for the purpose of informing them about the processing of their request (if the data subject requests a statement). Failure to provide personal data will not allow the data subject's request to be processed. The calculation of the data subject's rights arising from the GDPR is provided at the end of this information.

Personal data may be provided

- The supervisory authority within the framework of its activities pursuant to a special legal regulation (Personal Data Protection Office of the Slovak Republic),
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator,
- Law firm, postal company,
- and other recipients to whom the controller is obliged or authorized to provide personal data.

The data is stored for at least 5 years from the date of exercise of the right by the data subject.

7. For the purposes of recovering incurred damages and claims, handling complaints, storing documentation and records, and based on other legitimate interests of the operator.

The processing is carried out in accordance with **Article 6(1)(f) of the GDPR and is necessary to protect the legitimate interests of the controller**, consisting in the ability to defend the legitimate interests of the controller.

Personal data may be provided

- Supervisory authorities in the performance of their activities under a specific legal regulation (e.g. Slovak Trade Inspection),
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator,
- Law firm, postal company,
- and other recipients to whom the controller is obliged or authorized to provide personal data.

The data is stored for the period necessary to achieve the purpose of the processing, resulting primarily from the resolution of the situation in question.

8. Monitoring premises for the purpose of property protection

The purpose of processing personal data generated when using a camera system is to monitor premises with the aim of protecting property, health and detecting crime through a camera system.

Legal basis for monitoring:

Art. 6 para. 1 letter f) of the Regulation, Legitimate interest of the Operator

Personal data may be provided

- Supervisory authorities in the performance of their activities under a specific legal prescription
- Courts and law enforcement authorities upon their request, or within the legitimate interests of the operator,
- Law firm, and other recipients to whom the controller is obliged or authorized to provide personal data.

9. Processing accounting documents

The processing is necessary for compliance with a legal obligation of the controller pursuant to Article 6(1)(c) of the Regulation. Subsequently, the personal data are stored in accordance with Act No. 395/2002 Coll. on archives and registries.

10. Marketing purposes, Newsletter

Personal data will only be processed to send newsletters to the email address you have provided. We process personal data pursuant to Article 6(1)(f) of the Regulation. Your email address will be processed until you unsubscribe. You can unsubscribe by clicking on the "unsubscribe" link in each newsletter you receive from us. After you unsubscribe, you will no longer receive any newsletters. Scope of personal data processed: email address.

11. Website user identification, cookies.

If we are able to identify the person of the visitor to the web environment during the recording, this will be the processing of personal data. We must have a legal basis for such processing. One legal basis may be your consent as the data subject and the other, especially when monitoring and evaluating activities, will be the legitimate interest of the operator, i.e. us, to offer you the best possible specific service settings or support for your activities in a contractual relationship with our company, including direct advertising.

12. ACDC customer card (Accor Customer Digital Card).

The purpose of the processing is

- improving the quality of services and customer experience
- improving customer knowledge and using data for commercial purposes

Categories of personal data:

- photography
- first name
- surname
- private and work email address

• postal address •

languages spoken by the guest • date of

birth • employer •

profession • personal

and work

phone numbers • customer registration

for newsletters (list of newsletters to which the customer can be registered) • information regarding the

accompanying customer •

loyalty information (e.g. frequency of use of services); • VIP status

(linked to the hotel) • information about travel documents: nationality o

type of identity document o identity document

number o expiry date; o information about the

history of stays:

• date of stay + number of

nights • country and city brand

of the hotel • arrival time

• purpose of stay • tariff designation •

group stay • eligibility for express

registration; • eligibility for the loyalty

program; • number

of loyalty program

points that the customer

has earned for the

relevant

stay

• number of stays by brand (3 most booked brands by customers) • type of room booked

• number of adults and

children • booking channel •

extras ordered during

the stay • stay statistics:

• average number of nights •

room type • extra

food, drinks and breakfast • information

about customer preferences o room preferences o

bathroom preferences

o food and drink preferences

o other preferences o comments on

preferences •

information about customer

satisfaction: o overall rating o positive/negative

points communicated by

the customer after the stay o comments about customer satisfaction entered

by the hotel

Categories of data subjects: •

customers, whether members or non-members of the loyalty program

Beneficiary categories:

- within the hotel:
 - o reception (room manager, front office manager, assistant front office manager, chef, receptionist, bellhop, night audit)
 - o about personal assistance services
 - o F&B (food and beverage) (F&B manager, F&B assistant, breakfast manager, bartender)
 - o about cleaning ladies
 - o reservation/sales service;
 - o top management (CEO, Deputy CEO)
 - o middle management (loyalty program ambassador and quality unit / guest relations manager);
 - o additional services (spa, swimming pool, gym, golf, dry cleaning, etc.)
- outside the hotel:
 - o about Accor Group deployment teams
 - o about franchisor support teams level 2
 - o Accor Group teams responsible for the loyalty program and customer care

 - o the Accor Group team responsible for the Hotellink software;
 - o the Accor Group team responsible for the customer information database (MDM);
 - o the Accor Group team responsible for the ACDC tool;
 - o Accor Group team responsible for the central reservation system

Data retention period:

- data on active customers, i.e. guests who have stayed at an Accor Group-branded property in the last 12 months, is displayed for the last 3 years
- inactive customer data is displayed for 3 years

Cross-border data flow:

Intra-group flows: information within the ACDC tool is available to all hotels in the network. Binding Corporate Rules (BCR) are in the process of being adopted. Hotels outside the European Union, the European Economic Area or hotels that do not ensure an adequate level of protection are obliged to sign the operator's contractual clauses.

Providers outside the European Union, the European Economic Area or providers who do not ensure an adequate level of protection are obliged to sign the operator's contractual clauses against the operator.

Safety precautions:

- Accreditations:
 - There are two levels of accreditation:
 - o Read-only access to customer cards for all authorized users

 - o full access to customer cards (read and write) only for verified users authorized users
 - Therefore, login/password authentication is required for any modification of the customer card. To date, this authentication is based on "TARSCONnect" accounts, which are nominative, and in the case of hotels connected to the "Opera Reservation System" (ORS), on Opera login functions, which are also nominative.
- Access to customer cards:
 - The customer card link is generated in a secure and unique way for

each customer. Knowing the link to the customer card does not allow determining links to other customers' cards. The customer card is accessible only from a device connected to the hotel network and is not accessible via the Internet. The connection is made only using the encrypted HTTPS protocol.

- Security check:

As with any application used within a hotel, an initial penetration test was performed and a new test is performed with each major modification to the application. These tests are performed by the Accor IT Security team.

Who has access to your data

The operator may share your data with third parties in the following circumstances: We may share your personal data with other third parties acting on our behalf, such as **a service provider**. In such cases, these third parties may only use your personal data for the purposes described above and only in accordance with our instructions. We have contractually obliged them to comply with the security instructions provided for in the law.

Our employees will have access to personal data. Only those who need it in their work for the purposes listed above will have access, and only if the employee is **bound by a duty of confidentiality**.

If required by law or court order, we may share your personal information with, for example, our suppliers or clients, tax authorities, social security authorities, **law enforcement agencies** or other government authorities.

Location of your personal data

Your personal data will be located exclusively within our technical facilities, with certain business partners within the European Union and the European Economic Area.

Retention of personal data

We retain your personal data for a limited period of time and this data will be deleted when it is no longer necessary for the purposes of processing. In any case, we will delete your personal records at the latest by the expiry of the statutory deadlines after the end of the contractual relationship, unless **legislation requires their retention**.

We may process your personal data for a longer period after the relationship ends in the event of an ongoing legal dispute or if you have granted us permission to retain your personal data for a longer period.

RIGHTS OF THE DATA SUBJECT

It is important that you understand that it is your personal data that we are processing and that we want you to be aware of this. Although we do not need your permission to process your personal data because **we are required to do so by law or by the laws associated with our contract**, you have many rights in relation to the processing of your personal data. The text above will answer most of your questions.

Your rights under the Regulation and the Personal Data Protection Act

Right of access

You have the right to be provided with a copy of the personal data we hold about you, as well as information about how we use your personal data. In most cases, your personal data will be provided to you in written form, unless you request another way of receiving it.

provision. If you have requested the provision of this information by electronic means, it will be provided to you electronically, if technically possible.

Right to correction

We take reasonable steps to ensure the accuracy, completeness and timeliness of the information we hold about you. If you believe that the information we hold about you is inaccurate, incomplete or out of date, please do not hesitate to ask us to correct, update or supplement this information.

Right to erasure

You have the right to ask us to erase your personal data, for example where the personal data we have collected about you is no longer necessary for the purposes for which it was originally processed. However, your right must be assessed in the light of all relevant circumstances. For example, we may have certain legal and regulatory obligations that mean we will not be able to comply with your request.

Right to restriction of processing

In certain circumstances, you have the right to ask us to stop using your personal information. For example, if you believe that the personal information we hold about you may be inaccurate or if you believe that we no longer need to use your personal information.

Consent

In exceptional cases, we may process your personal data based on consent. You will be specifically informed in advance about such processing. In cases where we process your personal data based on your consent, you have the right to withdraw this consent at any time. You can withdraw your consent electronically, at the address of the establishment, in writing, by notification of withdrawal of consent or in person. Withdrawal of consent does not affect the lawfulness of the processing of personal data that we processed about you based on it.

Right to data portability

In certain circumstances, you have the right to ask us to transfer the personal data you have provided to us to another third party of your choice. However, the right to portability only applies to personal data that we have obtained from you based on consent or on the basis of a contract to which you are a party.

Right to object

You have the right to object to data processing that is based on our legitimate interests. If we do not have a compelling legitimate reason for the processing and you object, we will no longer process your personal data.

Right to file a complaint

If you believe that we are processing your personal data unfairly or unlawfully, you may file a complaint with the supervisory authority, which is the Office for the Protection of Personal Data of the Slovak Republic, <https://dataprotection.gov.sk>, Hraničná 12, 820 07 Bratislava 27; tel. number: +421 /2/ 3231 3214; E-mail: statny.dozor@pdp.gov.sk.

How can I complain about the use of my data or exercise my rights?

If you would like to file a complaint about how we process your personal data, including in relation to the rights listed above, you can contact us at the email address

osobne.udaje@damianjasna.sk

and your suggestions and requests will be reviewed.

Contact details

If you have any further questions regarding the processing of your personal data, you can contact us via our correspondence address listed on our website.

or by email to

osobne.udaje@damianjasna.sk

The security of your personal data is very important to us and we protect it with all available means, we have developed security measures that are regularly updated. They define the scope and method of security measures necessary to eliminate and minimize threats and risks affecting the information system in order to ensure: availability, integrity and reliability of management systems using the most modern information technologies, protect personal data from loss, damage, theft, modification, destruction

and maintain their confidentiality, identify and prevent potential problems and sources of disruption.