

## **INFORMATION NOTE**

### **on the application of the provisions of the General Regulation for the Protection of Personal Data in the process of booking hotels by telephone or by e-mail**

We, at ANA HOTELS SA, are interested in respecting your privacy, and therefore our privacy policy and all related procedures comply with the General Data Protection Rules. You can find all information related to this topic at: <http://www.anahotels.ro/privacypolicy-en.html>

## **NOTIFICATION OF CONFIDENTIALITY**

CROWNE PLAZA, ATHENE PALACE HILTON (Bucharest), EUROPA (Eforie Nord), BRADUL, SPORT and POIANA (Poiana Brasov) belong to ANA HOTELS SA. Below you can find the information that explains how we collect personal information in the process of booking a stay by phone or e-mail.

## **WHAT INFORMATION DO WE COLLECT YOU ABOUT YOU?**

To make a reservation by phone or email, we need the following personal data: first and last name; phone number; your e-mail address. To guarantee your reservation, we ask for some information about your bank card. The phone number and e-mail address are required to be informed about the status of your booking request.

## **HOW DO WE USE YOUR INFORMATION ABOUT YOURSELF?**

All this information is legally required to guarantee your reservation and to be accommodated in our hotel. In order to confirm the reservation, we will check your bank card for guarantee with the assistance of BRD - GROUPE SOCIETE GENERALE, the partner who offers us this service. If, for various reasons, we will have to contact you before staying in our hotel, we will do so at the email address you have provided. We do not sell or send your data to other entities. They are stored in our servers for a period of 24 months after your last stay with us, and then they are automatically deleted.

## **MARKETING**

We will not send you any marketing information about our hotel. During the accommodation procedure, if you wish, you can give us your consent to keep you informed of our offers submitted to your personal email address. If you have accepted this, you can always opt out of receiving offers from us through a simple unsubscribe process.

## **ACCESS TO INFORMATION, DATA RECTIFICATION AND COMPLAINTS**

We want to make sure that all your rights are respected and that your personal data is fully protected. You may request a copy of the information we hold about you, ask for the data to be rectified or deleted, or request restriction of the data processing. If you want to do any of the above, please write us an email from the email address used in our correspondence. The contact details of the department dealing with personal data protection are: [dpo@anahotels.ro](mailto:dpo@anahotels.ro)

You have the right to complain to the National Supervisory Authority for Personal Data Processing. This is the control body you can address if you feel that your requests have not been resolved by law. More information can be found at the following address: <http://www.dataprotection.ro/?page=contact>

## **VALIDITY OF CONFIDENTIALITY INFORMATION NOTE**

This version of the Information Note is in force since May 2018 and will update if new legal requirements arise.

Updated 25.05.2018