

INFORMATION NOTE

on the application of the provisions of the General Regulation for the Protection of Personal Data in the use of fitness, relaxation, massage and other non-medical SPA procedures offered by Ana Hotels

We, at ANA HOTELS SRL, 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 Bucharest, InterContinental Athenee Palace Bucharest, EUROPA (Eforie Nord), BRADUL, SPORT and POIANA (Poiana Brasov) belong to ANA HOTELS SRL. Below you can find information that explains how we collect personal data in the use of SPA services related to fitness, relaxation, massage and other non-medical services.

WHAT INFORMATION DO WE COLLECT YOU ABOUT YOU?

We collect the following data:

- For subscribers: a contract is concluded between Ana Hotels on one side and the subscriber on the other; in the contract the subscriber is identified by mentioning the standard data for the conclusion of a contract: name, surname; residence; identity, phone, email (optional) coordinates;
- For individual clients: first and last name; phone, e-mail (optional); health data (if the person intends to use the "float pod" - float tank).

WHY DO WE COLLECT INFORMATION ABOUT YOURSELF?

We collect the above data for the following purposes:

- For the validity of the subscription contract; this is a legal obligation for subscribers;
- To update your contact information;
- To provide adequate fitness, relaxation, massage, other non-medical services;
- Optionally, with your written consent:
 - o For your registration as a member of the loyalty program;
 - o To send you direct marketing messages and other communications about the products and services provided by Ana Hotels;
 - o For conducting market research and opinion polls or for various other types of communication.

HOW DO WE USE YOUR INFORMATION ABOUT YOURSELF?

All of this information is necessary for us to provide you with non-medical fitness, relaxation, massage, etc. We do not sell your data to other entities. The data is safely stored on our servers for a period of 24 months after your last presence at our SPA, and then they are automatically deleted. In order to send you newsletters, we use a specialized IT platform that does the e-mail service exclusively. In order to ask for your opinion about our services we use another IT platform, which automatically send s you a form to ask you to respond.

MARKETING

We can keep you updated with our offers if you provide us with your personal email address and give us your consent. If you have accepted this, you may opt out of receiving any offers from us at any time through a simple unsubscribe process.

ACCESS TO INFORMATION, DATA RECTIFICATION, COMPLAINTS

We ensure that all of your rights are respected and that your personal data is fully protected. They are kept secure in our systems so that no unauthorized person can access them. Your health data is only available to specialist SPA staff and is not public. You have the right to request:

- Access to your personal data stored in our IT systems;
- Correcting or deleting your personal data;
- Restrict the processing of your personal data;

- Your opposition to the processing of your personal data;

If you have given our consent to us to process your personal data, you may, at any time, withdraw your consent, but this does not affect the lawfulness of the processing of your data on your consent prior to withdrawal his. Your requests must be made in written. If you wish to send us the request in electronic format, it must be sent to us from a verifiable email address. The contact details of the department dealing with personal data protection are: 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 THE NOTIFICATION OF CONFIDENTIALITY

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

Updated: 10.04.2023