

INFORMATION NOTE

on the application of the provisions of the General Regulation for the Protection of Personal Data in the process of using the medical services offered by Ana Hotels Spa's

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 process of using the medical services provided by Ana Hotels Spa Centers.

WHAT INFORMATION DO WE COLLECT YOU ABOUT YOU?

We collect the following data: name and surname; Address; optional: phone, e-mail. In addition, we collect data about health / medical records. The health information we process at the Medical Spa's is considered as "special category of data". This data is processed by professional's, subject to professional secrecy and by other persons who are subject to a confidentiality obligation in accordance with the legal provisions in force.

THE LEGAL BASIS OF COLLECTION

The legal basis for collecting data on health is "to provide medical treatment"

WHERE DO WE COLLECT INFORMATION ABOUT YOURSELF?

We collect the above data for the following purposes:

- To update your contact information
- To provide you with appropriate medical services;
- Optionally, with your written consent:
 - 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.

YOUR CONSENT

We ask for your consent for two distinct categories of operations:

1. Consent for the processing of your personal data, including special data, about your state of health; in essence, we ask for your consent to have access to your medical records;
2. Your consent to treatment, i.e. your agreement to follow our physician's prescriptions.

HOW DO WE USE YOUR INFORMATION ABOUT YOURSELF?

All of this information is required to be able to offer you our medical services specific to SPA centers. We do not sell your data to other entities. The data is stored on our servers for a period of 10 years after your last presence at our SPA, and then they are automatically deleted.

CONFIDENTIALITY OF THE MEDICAL RECORD

Your medical record is not public. Access to its content is restricted, as it is only allowed to health professionals involved in the treatment procedures you follow. The confidentiality of the contents of the medical record is under the authority of the Medical Director of the SPA center.

INTERNATIONAL TRANSFER OF PERSONAL DATA

The personal data you fill out is not sent abroad in any form.

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 / medical records data is only available to SPA specialists 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 as a written request. If you wish to submit your request in electronic form, 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 according to the 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