

## **INFORMATION NOTE**

**on the application of the provisions of the General Regulation for the Protection of Personal Data in the process of using the cosmetic services provided by the 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 the information that explains how we collect personal data in the process of using the cosmetic services offered 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 your health status from the point of view of its compatibility with the recommended cosmetic treatments.

## **WHY DO WE COLLECT INFORMATION ABOUT YOURSELF?**

We collect the above data for the following purposes:

- To update your contact information
- To provide you with the appropriate cosmetic 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 to the processing of your personal data, including special data, about your health status; we need this consent to have access to information about your health because we have to make sure that you do not suffer from any medical condition that might conflict with the cosmetic treatments that will be recommended by our staff (allergies, dermatological conditions, etc.).

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

All of this information is required to be able to offer our cosmetic services specific to SPA centers. We do not sell your data to other entities. The data is stored in our servers for a period of 1 year after your last visit at our SPA, and then they are automatically deleted.

## **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 that consent without affecting the lawfulness of the processing of your data based on your consent prior to his retirement.

Your requests must be made in written. 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](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 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