

INFORMATION NOTE

on the application of the provisions of the General Regulation for the Protection of Personal Data in the process of hotel accommodation

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:

www.anahotels.ro/en/privacy-policy.html

NOTIFICATION OF CONFIDENTIALITY

Crowne Plaza Bucharest, InterContinental Athenee Palace Bucharest, EUROPA (Eforie Nord), BRADUL, SPORT and POIANA (Poiana Brasov) are part of ANA HOTELS SRL.

Below you can find information that explains how we collect personal data in our hotel accommodation process.

WHAT INFORMATION DO WE COLLECT YOU ABOUT YOU?

We collect the following data:

- data that are expressly required by the legislation in force (Decision of the Government of Romania No 237/2001 and its Implementing Rules): name, surname; date and place of birth; citizenship; residence; identity ID coordinates (BI, CI - where they exist), passport etc.
- Data that is based on our legitimate interest, such as email address, fixed and mobile phone numbers, fax number, your health condition, possibly requiring accommodation in a special room type. It is your option to respond to our requests or not.

The personal data mentioned above are either from your identity card - in the case of data specifically required by law, or are provided by us (email address, phone numbers, etc.).

WHAT IS THE PURPOSE TO COLLECT INFORMATION ABOUT YOURSELF?

We collect the above data for the following purposes:

- To carry out the mandatory accommodation procedure;
- To update your contact information
- 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 this information is needed to accommodate you in our hotel.

We do not sell your data to other entities. The data is stored on our servers for a period of 24 months after your last stay with us, 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 sends you a form to ask you to respond.

INTERNATIONAL TRANSFER OF PERSONAL DATA

The personal data of the guests staying in the hotels SPORT, BRADUL, POIANA and EUROPA, which are filled in the Registration Form, are not sent abroad in any form.

The personal data of the customers at InterContinental Athenee Palace Bucharest and Crowne Plaza Bucharest (hotels that are part of international hotel chains), which are filled in the Registration Form, are sent abroad according to the applicable rules in the hotel chains INTERCONTINENTAL HOTELS GROUP.

The personal details you fill in the Registration Form as well as the email address - if available, are sent to an international opinion poll platform (Medallia INC).

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 information is fully protected. They are kept secure in our systems so that no unauthorized person can access them.

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 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 existing in our IT systems.

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 CONFIDENTIALITY INFORMATION NOTE

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

Updated on 10.04.2023