



Privacy Policy in accordance with Regulation EU/2016/679 (GDPR)

Recital

In EUPHORIA resort, hereinafter referred to as “hotel”, we commit to protecting and respecting your confidentiality. Compliance with the Protection Policy (“policy”) on Personal Data (“PD”), together with any disclaimers, is the basis on which PD is collected on you. PD are either provided directly by you, with your free consent or they are provided to us via third parties who have already obtained your free consent and are always processed in accordance with the GDPR. We kindly request, that you read carefully the below, in order to understand the use of PD.

Information and PD we collect on you

We collect information and PD from you which you provide with your free consent, either directly or via third party services with which you interact and which have already requested your free consent. We may collect and process data, including the below, during the provision by us of hosting services and use of our facilities by you, which may contain PD or may be deemed PD:

- ✓ Name and surname, residence address or/and address of employment, email, telephone (land line or mobile), ID or passport number, nationality, date of birth. In the event that you accompany minors (under 16 years of age), you will be requested, as the official guardian, to declare their details. Please note, that all the above details are required by Greek legislation for the provision of hosting services in tourist accommodation establishments.
- ✓ Financial information regarding you, including your bank account details, credit or debit card details or other payment details.
- ✓ Information regarding your profession or your participation in professional or other organizations.
- ✓ Medical details, dietary habits or any allergies.
- ✓ Concluding, any other details which your request us to process on your behalf or which are necessary in order for us to be able to offer you the best possible accommodation, gym/SPA, entertainment, conference and reception services.

In addition we inform you that:

- ✓ There is a CCTV system in the hotel, in areas which are specified by respective Greek legislation and the Hellenic Data Protection Authority. The CCTV system operates for reasons of protection of health and safety of our employees and clients, as well as for reasons of protection of property.
- ✓ When you visit our hotel’s site, our navigation program provides us with information such as your current IP address, your navigation program type, your access time and the pages of our site which you visited, which are collected and used in order to compile statistical data. This information may be used in order to assist us in enhancing our site, our services and to design new services for you.

- ✓ We might use cookies and similar technologies in order to enable the provision of data of our site and to offer you a personalized user experience in accordance with your needs and requirements. In this case, you may not accept the proposed cookies.

Purposes of processing of PD

We process PD for the following purposes:

- ✓ Due to the respective provisions of Greek legislation and taxation.
- ✓ Due to the legal interests of our company.
- ✓ In order to offer you the hosting and recreational services in our accommodation establishment which you have requested through your reservation.
- ✓ In order to inform you on all our services and any offers (e-mail marketing/sms marketing), provided we have your respective consent.
- ✓ In order to inform you of changes in our policy.

PD Security

The hotel commits to take all measures possible in order to protect your PD. For this reason, we use a variety of technologies and security procedures for the protection of PD from non-authorized access and use. Please take into account, however, that no natural or electronic security system is completely safe. We cannot guarantee the complete security of your data basis, nor can we guarantee that the information you provide us through the internet may not be intercepted. We commit, however, to review and enhance our security policies and to implement additional technical and organizational measures, when such new technologies become available.

The transfer of information via the Internet is not completely secure and may include the transfer of data to countries outside the European Union. This occurs due to the use of cloud solutions for webhosting, email hosting or exclusive software solutions which have been delivered to us via the Cloud. However, in any case, we do not permit third parties to use our PD for their purposes. Although we will take all possible measures to protect your personal data, we cannot guarantee the security of your personal data which are transmitted to us. Consequently, you are responsible for the transfer of any PD. Once PD are obtained, we take the necessary security measures in order to avoid non-authorized access.

Retention of PD

The period of time which PD is retained at the hotel is specified by the provisions of Greek legislation on the protection of the state's interests and the hotel's retaining policy on the protection of the entity's legal interests.

Transfer of PD

We commit to not transfer PD to third parties other than those to whom you have already given your consent (e.g. Aegean Airlines Miles & Bonus Program).

Your rights

In accordance with the GDPR and the EU, you may submit an application for the provision of information or change in the method with which we process data related to you, without any charges. Consequently, you have the following rights:

- ✓ The “right to access” data related to you
- ✓ The “right to correct” data related to you.
- ✓ The right of deletion/deletion of data related to you (“right to be forgotten”).
- ✓ The right to restrict the processing of data relating to you (“right to restrict”).
- ✓ Right to “transfer” specific data related to you from one organization to another (“right to transfer data”).
- ✓ Right to object to the processing of data related to you (“right to object”).

Services which are covered by this policy

- ✓ Hotel stay
- ✓ Gym/SPA/Recreation
- ✓ Conferences/seminars/social events
- ✓ Restaurant, bar and other services related to food.

Email messages

If you do not wish to receive email messages advertising and promoting the hotel, you may click the link unsubscribe in the email message and revoke your registration and cancel the email and advertising communications. In addition, you may declare in the hotel’s respective registration form that you do not give your consent for receiving promotional emails, thus you may choose not to be included in the hotel’s mailing list. Please take into account that even if you withdraw from receiving advertising emails from us, we may need to send you communication in respect of services, such as confirmations of any future reservations you may make.

Wi-Fi Service

For the Wi-Fi service within the hotel please see the respective policy (Wi-Fi disclaimer).

Data Controller

..... is the Data controller, whom you may contact in respect of GDPR matters at the following email address:

Policy changes

We reserve the right to change this policy by implementing the new provisions of EU and Greek legislation and at our discretion. If we make any changes, we will record these changes here so that you can have immediate access.