**PRIVACY POLICY**

**WELLNESS HOTEL STEP\*\*\*\***

**Malletova 1141/4, 190 00 Praha 9**

**SPORTCENTRUM STEP**

**Malletova 2350, 190 00 Praha 9**

Dear Guests, Visitors, Clients, Business Partners,

your personal data is processed within the services provided by IC HOTELS s.r.o. (hereinafter referred to as "the Company"). We would like to inform you with regard to the processing of your personal data by our company in connection with the Regulation (EU) 2016/679 of the European Parliament and of the Council from 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and on repealing Directive 95/46/EC of the General Regulation on personal data protection (hereinafter referred to as "the Regulation").

This document describes how the company acquires, uses and processes the personal data that has been provided to it. Here, you can also find here information regarding means of contacting the Company if you should have any queries concerning your personal data.

**Personal Data**

Within the meaning of the Regulation, personal data means any information on an identified or identifiable person (hereinafter referred to as the "data subject"); an identifiable person is an individual that can be identified directly or indirectly, in particular by reference to a particular identifier such as name, identification number, location data, network identifier or one or more specific elements of physical, physiological, genetic, mental, economic, cultural or social identity of this person.

**Privacy Data Controller**

Your personal data controller is IC HOTELS s.r.o., Business ID No.: 09727736, registered in Hybernská 1009/24, Nové Město, 110 00 Praha 1, the company is registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File 340411. The controller operates in these premises: THE STEP WELLNESS HOTEL, THE STEP SPORTCENTRUM and the Multifunctional House.

**The personal data we collect**

The Company collects your personal data for all Company-related business activities. Primarily, these are contact data and booking, residence or visit data. Furthermore, this is personal data collected for the purposes of concluding contracts, etc.

**Methods of personal data provision**

You provide personal data to the Company in the following ways:

1) Reservation of services through reservation portals.

2) Reservation of services through reservation form on http: //www.wellness-hotel-step.cz/ and http://www.golfstep.cz/.

3) Communication with individual company employees.

4) Filling in the accommodation card.

5) By entering the room monitored by the camera system.

**Purposes of personal data processing**

Your personal data is processed for the purpose of concluding an agreement, managing an agreement or negotiating an agreement.

Furthermore, if you are a guest staying at the hotel, your personal data is processed by the Company pursuant to Act No. 565/1990 Coll., On Local Fees, and Act No. 326/1999 Coll., On the Residence of Foreigners, Act No. 235/2004 Coll., on Value Added Tax, Act No. 480/2004 Coll., on Certain Information Society Services.

In the case of using exchange offices, the Company processes personal data pursuant to Act No. 253/2008 Coll., On Certain Measures against the Legalisation of Proceeds from Crime and on Financing Terrorism.

Personal data is also processed by the Company on the basis of legitimate interest. The Company's legitimate interest is mainly in asset protection, health protection and customer information regarding the services it offers.

**Period of personal data retention**

The Company only keeps your personal data for as long as necessary and we archive it according to the statutory deadlines imposed by the law regulations. Personal data is processed for the duration of a contractual relationship or other legal title that allows it to process your personal data. After loss of legitimate reason, it deletes relevant personal data. Personal data that is processed with your consent is only retained for the duration of the purpose for which consent was granted.

**Commercial communications**

From commercial communications sent by the Company it is always clear that the Company is their sender. Commercial communications are sent either to customer contacts based on a legitimate interest (unless the customer has refused his/her consent), or by express consent to personal data processing for marketing and business purposes. Commercial communications always include the contact detail for refusing to receive the communications.

**Providing personal data to third parties**

The Company may only provide personal data to third parties with your consent. Without your consent, the Company only provides your personal data if it is necessary to fulfil obligations arising out of the applicable legislation for the Company, or if it is necessary to fulfil obligations of agreements, orders, reservations etc. Your personal data may be processed by the Company’s external personnel. The entities that cooperate with us are carefully selected on the basis of safeguards to ensure the technical and organisational protection of transmitted personal data. Personal data processing for the Company can only be carried out by processors, solely on the basis of an agreement for personal data processing.

**Transfer of personal data to third countries**

The Company does not transmit any personal data to third countries.

**Your rights**

You have the right to be informed about the processing of your personal data. This means in particular information about the purpose of the processing, the identity of the controller, his legitimate interests, and the recipients of the personal data.

Other rights:

1. Right of access to personal data

* The right to request access to personal data and related information relating to the entities of the data.

2. Right to correct

* The right to request the correction of inaccurate personal data or the right to supplement them.

3. Right to delete

* Subject to certain conditions set forth in the Regulation, the right to delete personal data related to the data entities.

4. Right to limit processing

* The right to request the controller to restrict the processing of personal data in certain cases.

5. Right to transfer

* The right to request the personal data transfer to another controller.

6. Right to withdraw consent

* In the case of processing of personal data based on consent, the right to withdraw the consent granted at any time, without prejudice to the lawfulness of the processing based on the consent granted before its withdrawal; The withdrawal must be made by an explicit, intelligible and specific expression of will, in writing to the personal data controller.

7. Right to object

* The right to object at any time to the processing of personal data, which is based on the legitimate interests of the controller, a third party or which is necessary for the performance of a task carried out in the public interest or in the exercise of public authority.

7. Right to lodge a complaint with a supervisory authority

* The right to lodge a complaint with: Úřad pro ochranu osobních údajů (Office for Personal Data Protection), with its registered office at pplk. Sochora 27, 170 00 Prague 7, tel. no.: 234 665 111, website www.uoou.cz.

**Contact information**

If you have any questions regarding the processing of your personal data by our company, please contact us by e-mail at GDPR@ichotels.cz or by data mail box ID **vh2ufa7** or by mail at **IC HOTELS s.r.o., Hybernská 1009/24, Nové Město, 110 00 Praha 1**.

**Personal Data Security**

The Company uses the appropriate security procedures to protect personal data. It uses technical and physical limitations for access to personal data. Only trained personnel work with personal data.

The Privacy Policy comes into force and effect on 22 November 2024.