

## GENERAL DATA PROTECTION POLICIES

Company:  
RAKAS, spol. s r. o.  
Krapkova 439/34  
779 00 Olomouc  
IČ: 18559701  
DIČ: CZ18559701

The company is registered in the Commercial Register, which is kept by the Regional Court in Ostrava Section C, insert 50277

Workplace:  
Hotel Flora (hereinafter the controller)

The controller shall process personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and Council of April 27, 2016, general data protection regulations ("GDPR") and other legislation.

In order to carry out reservations, orders, conclusion and performance of accommodation agreements, the hiring of congress rooms, halls, lounges and provisioning of services, and for legally stipulated cases, the controller collects and processes the following personal data/categories of personal data:

- contact details (first name, surname, e-mail address, postal address and telephone number)
- payment information (credit card number, billing address and bank account number)
- demographic data (age, gender, country)
- information concerning the reservation for the data subject, his/her stay at or visit of the hotel (date of arrival and departure, goods and services purchased)
- information necessary to meet the data subject's specific requirements or to provide a special type of accommodation
- correspondence of the data subject with the hotel
- interests and preferences of the data subject
- data collected by monitoring using camera system with recording functionality
- data related to the use of the hotel website
- identity card or travel document number, visa number

The specific type of data collected and processed depends on the type of the relationship, contract and hotel services used.

The controller collects and processes personal data of the data subject in order to:

- ensure the efficiency of the hotel operation
- book accommodation rent congress rooms, halls, lounges and provide services

- perform contractual obligations
- communicate with the data subject
- perform administrative work
- provide security of the data subject and the hotel staff
- protect property
- fulfill legal obligations
- comply with applicable laws, regulations and judicial decisions

The controller collects and processes personal data of the data subject on the basis of legal titles – legal obligation, performance of the contract and legitimate interest of the controller.

Personal data are processed by the controller manually and automatically, by its own authorized personnel and by the processors authorized by the controller on the basis of contracts for the processing of personal data.

The personal data provided by the data subject to the controller may be shared with a third party (controllers and processors) wherever this is necessary for the performance of obligations under applicable law or wherever this is necessary for the fulfilment of obligations arising from contracts concluded, orders, reservations, etc. (IT manager, reservation system administrator, website administrator). If necessary, the controller may also provide the data subject's personal data to processors, administrators or bodies designated to protect the controller company's rights.

Any persons coming into contact with the personal data of the data subject (controllers and processors) are obliged to maintain the confidentiality of the personal data provided, as well as observe the security measures used to protect the data. This obligation persists even if their legal relationship with the controller or, where appropriate, by the contracted processor, is terminated.

The controller does not knowingly collect personal information from minors. It collects and processes personal data of minors only with the consent of the parent or legal guardian of the minor.

The controller uses the available administrative, organisational, technical protective and security measures to protect personal data. The controller regularly checks and monitors these safeguards and safety measures.

The personal data of the data subject shall be kept for as long as is necessary to fulfil the purpose and legal title of the processing for which the personal data in question have been provided.

Should there be no reasons to store the personal data, they shall be safely removed, deleted, shredded, anonymized.

The data subject shall have the right of access to his/her personal data which the controller processes, the right of rectification or erasure, or restrictions on processing, the right to the portability of personal data and the right to object to the processing.

Furthermore, the data subject shall have the right to obtain from the controller the personal data relating to the data subject and provided to the controller. The controller shall, upon request from

the data subject, provide the data without undue delay in a structured, commonly used and machine-readable format, or provide the data to another unambiguously designated controller at the request of the data subject. This right does not apply to personal data that is not processed in an automated manner.

The controller has no intention to provide personal data to third countries.

Should the data subject consider that there is an unauthorised processing of his/her personal data, the data subject may contact the supervisory authority, which in the territory of the Czech Republic is the Office for Personal Data Protection ([www.uoou.cz](http://www.uoou.cz)).

Data Protection Officer (DPO)  
Renata Kaslová  
Phone: 721 060 440  
E-mail: [dpo@hotelflora.cz](mailto:dpo@hotelflora.cz)

Any changes to these data protection policies are reserved.

The data subject is hereby informed about the data protection policies of the controller.

Effective as of May 25, 2018