

# HOTEL SKT. ANNÆ

## COPENHAGEN

### **INFORMATION ABOUT PERSONAL DATA TO OUR GUESTS**

Guidelines for processing personal information for guests in connection with the agreement of Hotel SKT. Ann., CVR-No. 27207448.

As a result of your agreement with Hotel SKT. Annæ, you accept this privacy policy.

Overview:

1. General
2. Personal data
  - 2.1 What is personal data?
  - 2.2 How long do we keep personal data?
  - 2.3 What do we use personal data for?
  - 2.4 With whom does Hotel SKT. Annæ share your personal data?
  - 2.5 Withdrawal of consent
  - 2.6 Your rights
  - 2.7 Security
  - 2.8 Changes in the processing of personal data
3. Contact

## **1. General**

Through your agreement with Hotel SKT. Annæ, we will collect personal data about you.

These guidelines have been prepared from the EU Data Protection Regulation, which takes effect in Denmark from 25 May 2018, as well as the new Danish Data Protection Act, which complements the data protection regulations and the current Personal Data Act (collective "current legislation").

Below you can read about the data collected, including how the data is processed, what they are used for, who has access to the data and who you can contact if you have questions or objections regarding the collected data.

## **2. Personal data**

Processing of personal data:

As a natural part of Hotel SKT. Annæ's activities and marketing, personal data on our guests and visitors on our website will be processed. This policy describes how Hotel SKT. Annæ processes the personal data collected in connection with your stay at our hotel as well by using the hotel's website.

### **2.1 What is personal data?**

Hotel SKT. Annæ collects, stores and processes personal data on you in connection with your visit to the hotel as well as using our website. Such personal data includes name, address, email address, phone number, date of birth, credit information and information about your stay at Hotel SKT. Annæ, preferences, use, etc.

The personal data is generally collected directly from you, but we may also receive information from other sources, including independent providers of booking services.

The personal information we collect is used to identify you as a guest and to provide the services you have purchased from us.

The personal data we collect in connection with the performance of the agreement will be stored in our IT system and / or in a physical registry.

## 2.2 How long do we keep your personal information?

Hotel SKT. Annæ ensures that the stored data is brought up to date as required to the effect that the personal data is at all times correct.

Your personal data will be deleted when it is no longer necessary for Hotel SKT. Annæ to process or store such data for the aforesaid purposes or for other legitimate purposes, including in compliance with applicable law, or with a view to establishing, exercising or defending legal claims.

Recordings from video surveillance for the purpose of preventing crime will be deleted or anonymized no later than 14 days after the recording took place, unless it is necessary for Hotel SKT. Annæ to store the recordings for the purpose of dealing with a specific dispute, for example in relation to solving crime or other illegal actions. Recordings from video surveillance for other purposes will be deleted when it no longer serves an objective purpose to store the information.

## 2.3 What do we use the personal information for?

Hotel SKT. Annæ processes your personal data for the following purposes:

Booking of hotel accommodation:

With a view to completing bookings of hotel accommodation, Hotel SKT. Annæ processes your personal data for the purpose of executing the agreement, including, for example, your email address, for us to be able to send you a receipt for your purchase.

When booking accommodation on our websites, your credit card information will be processed by our payment provider.

Stays with Hotel SKT. Annæ:

Hotel SKT. Annæ processes and stores your personal data in connection with your stay at our hotel and offer you the services you may have ordered. We collect and process your personal data with a view to giving you the best experience during your stay with Hotel SKT. Annæ and the best possible services also in respect of any future stays.

In certain circumstances, we must ask you to show your ID by way of your passport, etc., for documentation purposes.

#### Customer satisfaction surveys:

If you have provided us with your email address in connection with your booking of a stay with Hotel SKT. Annæ, we will in certain circumstances send you an email following your stay containing a link to a customer satisfaction survey. We process your reply in that respect with a view to improving our services.

#### Marketing and newsletters:

If you have given your prior consent, Hotel SKT. Annæ will process your personal data for the dispatch of emails and newsletters from Hotel SKT. Annæ, including, among other things, current membership benefits and offers, information on events and discounts. If, at some point in time, you do not wish to receive such emails and newsletters, you may request to be removed from the mailing list by sending an email to [hotel@hotelsktannae.dk](mailto:hotel@hotelsktannae.dk) or by using the unsubscribe link at the bottom of the newsletter.

#### Video surveillance:

Hotel SKT. Annæ uses video surveillance on our premises. Video surveillance takes place as a result of Hotel SKT. Annæ's legitimate interest in preventing crime as well as guaranteeing the safety of our guests.

The recordings will only be accessed and reviewed in case of suspicion of criminal actions or internal/external audits. The recordings may also be reviewed for the purpose of clarifying safety-related incidents.

In case of criminal actions or suspicion of criminal actions or if disclosure is required by law, the recordings may be disclosed to the police.

#### Customer service and communication:

When you communicate with Hotel SKT. Annæ, we collect and process the data given by you with a view to processing your inquiries. We urge you not to provide us with sensitive personal data, unless such sensitive personal data is strictly required for the processing of your inquiry. In such event, the sensitive personal data should be forwarded in highly encrypted format only if forwarded by email.

## Use of website:

You can access [hotelsktannae.dk/](https://hotelsktannae.dk/) without informing us of your personal data. At the approach to the website will be awarded an ID for your session. This cannot identify you personally.

Hotel SKT. Annæ need a series of personal data to deal with you and your business, maintain servicing of customer relations and market products and services. Certain information is collected and processed after the legal requirements pursuant to money laundering and accounting law.

The following information may be collected and processed when you visit [hotelsktannae.dk/](https://hotelsktannae.dk/); E-mail address, first and last name, address, telephone number, age, gender, technical details (IPs included), behavior (included: visited URL, event triggers, actions such as clicks, open rates, log-in time on each side etc.), geographical data and data that may be necessary for the execution of a trade.

Hotel SKT. Annæ collect and process information about you when: Create an account, making purchases, Queries, complaints and / or interact with Hotel SKT. Annæ otherwise, sign up and / or interact with online marketing materials (including but not limited to newsletters, SMS and notifications, ads on third-party websites or similar), provide personal information in other ways to Hotel SKT. Annæ.

Our site is regularly scanned for security flaws and weaknesses, for us to quickly eliminate potential data leaks and thus make our site as safe as possible. Also scanned regularly for malware.

Your personal information is stored on secure networks and can only be accessed by a limited number of employees with rights to such information. These are also subject to our Privacy Policy, which ensures your rights and ensuring compliance with existing legislation.

In addition of the above treated any sensitive- and payment information on encrypted servers that cannot be accessed from outside. Credit card information is processed by acquirers and cannot be accessed by either Hotel SKT. Annæ or employees of acquirers. These transactions are not stored on internal servers and processed at any time of Hotel SKT. Annæ.

Hotel SKT. Annæ can use Google Analytics to collect visitor statistics and pass in the connection IP addresses to Google Analytics. Privacy Google Analytics terms

of acceptance by on [hotelsktannae.dk/](https://hotelsktannae.dk/) and can be found here:  
**[WWW.GOOGLE.COM/PRIVACY](https://www.google.com/privacy)**

Your information is stored on servers in the EU. Some personal data is managed by a third party (processor), which stores and processes personal data for Hotel SKT. Annæ under this privacy policy and applicable law on the protection of personal data.

Data leakage:

We take security breaches and data leakage very seriously. On suspicion of data leakage from Hotel SKT. Annæ internal servers or from external partners launched a number of initiatives to provide our customers with the best possible. This involves, among other hedge the potential extent of damage, notification to potentially affected customers and users, notification to the Data Protection Agency, as well as actions that have to try to contain the extent of the damage. Do we suspected data leak from our website or its external partners, all stakeholders, including the user will be informed within 72 hours. Do you suspect that your data is leaked from Hotel SKT. Annæ, please at any time to contact us.

Other purposes:

In addition to the previously mentioned purposes, Hotel SKT. Annæ may also process your personal data with a view to complying with statutory requirements or establishing, exercising or defending legal claims.

2.4 With whom does Hotel SKT. Annæ share your personal data?

Your personal data may be disclosed to third parties only if you have given your consent to such disclosure. Your personal data may also be disclosed if required to execute an agreement to which you are a party, for example in connection with travel booking. In certain circumstances and according to applicable law, it may be necessary to disclose personal data to public authorities or the police. Data may, for example, be disclosed to the police in the event of suspicion of credit card fraud.

In certain circumstances, Hotel SKT. Annæ may disclose your personal data to Hotel SKT. Annæ 's suppliers acting as service providers on behalf of Hotel SKT. Annæ, for instance, in connection with the distribution of newsletters and loyalty programmes. Such suppliers process personal data only on behalf of Hotel SKT.

Annæ and in accordance with Hotel SKT. Annæ's instructions and cannot consequently process the personal data for their own purposes.

## 2.5 Withdrawal of consent

You may at all times withdraw any consent you may have given to Hotel SKT. Annæ. We will then delete the personal data unless we are able to continue the processing on other legitimate grounds. You withdrawing your consent, however, may result in us no longer being able to offer the same products and services to you.

You may withdraw your consent to receiving newsletters by using the unsubscribe link directly in the communication.

## 2.6 Your rights

You have a right to know which data Hotel SKT. Annæ processes about you and for which purpose such data is processed. You are also entitled to object to your personal data being processed, including profiling, and to demand correction, deletion or blocking of data which is incorrect, misleading or has been similarly processed in violation of legislation, or demand restriction of the processing of personal data.

## 2.7 Security

Hotel SKT. Annæ sets great store by the confidentiality of all personal data, allowing such data to be processed only by employees who have received proper processing instructions in order to prevent that such data is destroyed or disclosed to any unauthorized third parties.

## 2.8 Changes in the processing of personal data

We reserve the right to update and modify this Privacy Policy. Changing the guidelines is then adjusted for "last updated" at the bottom of the page. These guidelines are evaluated and revised once a year, if necessary.

## 3. Contact

If you want access to the information that is registered about you at Hotel SKT. Annæ, please contact the hotel at e-mail: [hotel@hotelsktannae.dk](mailto:hotel@hotelsktannae.dk)

If you have incorrect data or have any other objections, please contact the same place.

If you want to complain about Hotel SKT. Annæ's processing of your personal information may be done by the Data Inspectorate:

Datatilsynet  
Borgergade 28, 5  
1300 København K  
Telefon: 33 19 32 00  
E-mail: dt@datatilsynet.dk

Best Regards  
Hotel SKT. Annæ

Senest revideret: 25.05.2018