

## Privacy Statement of the company BRENUM d.o.o. (ONE SUITE HOTEL)

ONE SUITE HOTEL - BRENUM d.o.o. (hereinafter: “*the Company*”) dedicates a lot of attention to the protection and processing of personal data. The purpose of this Privacy Statement is to inform you about all the relevant features of the collection of your personal data, as well as its processing and storage. The listed applies to all personal data you have transferred to us via this web-page, electronic, written or verbal communication or that we have received through a travel agency and other businesses with whom you are in a contractual or other similar relationship, as well as data collected from other sources.

This Privacy Statement (hereinafter: “Privacy Statement“) applies to all organisational units within the Company.

The responsible party for data processing is the Controller:

- ONE SUITE HOTEL - BRENUM d.o.o. for trade, production, tourism and tourism agency, HR-20207 Mlini, Makoše 29, OIB 17768963437, e-mail [dpo@brenum.com](mailto:dpo@brenum.com), t | f +385 20 222 111 | +385 20 222 002, [www.brenum.com](http://www.brenum.com), <https://onesuitehotel.com/>

The Data Protection Officer (DPO) is:

- KATARINA RAGUŽ and is available at [dpo@brenum.com](mailto:dpo@brenum.com), <https://onesuitehotel.com/>; m +385 91 219 55 35, t | f +385 20 222 111 | +385 20 222 002.

We do not transfer any of your personal data to third countries or international organisations outside the EU. Exceptionally, if it should prove important, we will do this only if there is a European Commission decision on the adequacy

of such a third country, or if we have contracted appropriate guarantees or conformity with compulsory personal data protection regulations with the service provider as the processor.

### Personal data that we collect

We process the following personal data: **your basic personal data** made available to us by you or by third parties during reservation – first name, family name, address, nationality, personal identification number (OIB)/passport number/ID number, date of birth and data on you co-passengers; **data required to fulfil the reservation** – credit card number; **contact information in emergency cases** – first name and family name, telephone number and address of a close relative; **health data** – in case of requests for a special dietary regime or a doctor; **data related to web use** - IP address, visits to the website, social network data, and similar data related to Internet browser use.

### The purpose of collecting personal data and period during which the personal data will be stored

All your personal data transferred to us by you or by a Third Party is processed in accordance with the goal of their processing (whereby we mention that, if you are travelling with children under 16 years of age, their personal data, regardless of the basis, is only processed with your explicit consent).

Your basic personal data are processed pursuant to the legal obligation to enter the guests into the eVISITOR system, in accordance with the Ordinance on the manner of keeping the register of tourists and on the form and content of the tourist registration form for the Tourist Board, and the Soujourn Tax Act, or for the purposes of the

Ministry of the Interior, in accordance with the Foreigners Act, and the provision of the listed data is required during reservation (in case of amendments and supplementations of the regulations and/or new regulations, these will be immediately applied to this Privacy Statement). This data is erased after being transferred to the eVISITOR system or after transferring the data to the Ministry of the Interior. Your health data is processed only based on your explicit consent and in case of necessity.

The data required for the fulfilment of the contractual obligation are required so that we can confirm the reservation by way of a deposit, in accordance with the Company's internal regulations, and it is not possible to reserve or conclude an accommodation contract without revealing the mentioned data, which is stored until the end of the accommodation contract.

Emergency contact information are processed on the basis of our legitimate interest, i.e. potential situations where it is necessary and urgent to transmit certain relevant information to your close ones (in case of extraordinary circumstances, such as sickness, accidents, etc.).

Other required data, i.e. email address, is processed based on a legitimate interest in good communication between the contractual parties for the purpose of fulfilling all aspects of the contract, i.e. easier communication in the sense of organising your arrival and reserving the accommodation itself, and this data is also erased when the accommodation service contract expires.

Data related to web use such as your IP address or visits to our website, social network data, and similar data related to Internet browser use, are processed so that we could better present our services to you, but only based on your explicit consent, and until you withdraw your consent.

If the processing of the previously mentioned data is based on your consent, the data mentioned is processed until you withdraw your consent or request its erasure. In accordance with the above,

based on your consent, we may also process other personal data outside of those listed in this Privacy Statement.

Related to the above, please note that, in accordance with the applicable regulations, the Company nevertheless does not conduct erasure, despite the request of the Subject, if the processing of this personal data is necessary:

- a) to comply with a legal obligation that requires processing, and the Company being subject to this obligation;
- b) to exercise the right to freedom of expression and information;
- c) for a public interest in the area of public health;
- d) for the purpose of public interest, historical or scientific research, or for statistical purposes, i.e. for compliance with or defence of legal requirements.

The collected personal data may be transferred to other hotels within our group, or to entrepreneurs providing services that you may find of interest, in accordance with your enquiry (e.g. related to rent-a-car or rent-a-boat services, tickets for a particular event, cinema, theatre, restaurants, etc.).

### **Special personal data categories**

Special categories present data related to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life and an individual's sexual orientation, genetic data, criminal offence data and all other biometric data for the purpose of the unique identification of individuals. In principle, such special personal data categories are not processed, except if you provide your explicit consent.

There is a possibility of using an internal surveillance camera network and other security measures in our facilities, whereby we may take images or record guests, and process information related to your location while you are in our facility (by way of key cards and other technologies), all

for the purpose of the legitimate interest of maintaining safety.

### **Links to websites and Third Party services**

Our website and our mobile programmes may contain links to Third Party websites. Bear in mind that we are not responsible for the collection, usage, maintenance, exchange or publishing of data and information by these Third Parties. If you provide data to Third Party websites i.e. use them, the privacy rules and terms and conditions of these websites apply. We recommend that you read the privacy rules of the website you are visiting before providing personal data.

### **Personal data protection**

The Company will conduct all reasonable measures to protect your personal data from unauthorised access, disclosure, modification or erasure, and will keep the personal data precise and updated as far as possible. We request our partners and service providers with whom we share personal data to invest reasonable efforts into maintaining the confidentiality of your personal data. For network transactions, we apply a reasonable level of technological measures in order to protect the personal data you share with us via our website. However, it should be noted that no security system or Internet data transfer system can guarantee complete safety.

### **Your rights**

have (I) the right to access the personal data being processed, (II) the right to modify or erase personal data, (III) the right to limit processing, (IV) the right to object to processing, (V) the right to transfer data to another controller, (VI) the right to withdraw consent, (VII) the right to submit a complaint to a supervisory authority. To exercise all of the rights listed herein, simply inform us in accordance with the contact information from the introduction to this Privacy Statement.

Our **Personal data protection policy** is available for more information.

### **Other information**

In processing your personal data based on your consent, we partially apply automated processes for processing or profiling, so that contact with you may be of a more individual nature and so that we can adapt our service completely to your needs and wishes (e.g. special family packages etc.). Such data may be also used for our internal statistical and analytical purposes.

The Company cares about your opinion on the services provided and, for that purpose, we ask you to fill in so-called quality surveys so that you can rate us. This allows us to analyse various aspects of our service, so that we can develop it and improve it even more. Data collected in such a way shall be processed only with your explicit consent. We would also like to mention that the usage of your personal data for marketing purposes is only possible pursuant to your explicit consent. Should you provide such consent to us, we will duly provide information about all benefits, discounts, events and associated services that we believe might be of interest to you. You can withdraw this consent at any moment by notifying us via the contact information listed in the introductory section of this Privacy Statement.

This Privacy Statement may change from time to time. When significant changes are made to this Privacy Statement, we will publish a link to the modified Privacy Statement on the homepage of our website. All changes to the Privacy Statement will enter into force after the publication of the modified Privacy Statement on the website.

This Privacy Statement is applied as of 25 May 2018 in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR).

NAME: \_\_\_\_\_

**RECEIPT CONFIRMATION FOR THIS INFORMATION ON COLLECTING AND PROCESSING PERSONAL DATA**

Your signature confirms the receipt of this Information:

DATE

SIGNATURE

**CONSENT FOR COLLECTING AND PROCESSING PERSONAL DATA**

I consent to the Company's collection and processing of the personal data for the purpose from this Information. For more information, our personal data Protection Policy is presented on our website [www.brenum.com](http://www.brenum.com), <https://onesuitehotel.com/> (mark with a check mark in the marking field):

YES, I CONSENT

NO, I DO NOT CONSENT

**EXPLICIT CONSENT FOR COLLECTING AND PROCESSING PERSONAL DATA**

For special personal data categories related to health etc., I consent to the Company's collection and processing of the personal data I have disclosed, in accordance with the above-mentioned. For more information, our personal data Protection Policy is presented on our website [www.brenum.com](http://www.brenum.com), <https://onesuitehotel.com/> (mark with a check mark in the marking field):

YES, I CONSENT

NO, I DO NOT CONSENT

**EXPLICIT CONSENT FOR COLLECTING AND PROCESSING PERSONAL DATA FOR MARKETING PURPOSES**

I consent to the Company's collection and processing of the personal data I have disclosed for marketing purposes, and in accordance with this Information. For more information, our personal data Protection Policy is presented on our website [www.brenum.com](http://www.brenum.com), <https://onesuitehotel.com/> (mark with a check mark in the marking field):

YES, I CONSENT

NO, I DO NOT CONSENT