



Hotel Mestre de Avis

PRIVACY POLICY

GENERAL TERMS AND CONDITIONS

We are the company Rosa Roeder, Sociedade Unipessoal, LDA, owner of the trademark and Hotel Mestre de Avis, hereinafter referred to as Hotel / Hotel Mestre de Avis. Our address is Rua D. João I, 40, 4810-422 Guimarães. You can contact us using the form on the Contact page, by email at protecao.dados@hotelmestredeavis.pt. or by telephone at +351 253 422 770.

Under the terms of the Code of Conduct in force and in compliance with the General Data Protection Regulation - Regulation EU 2016/679 of the European Parliament and of the Council of 27 April 2016, to which Hotel Mestre de Avis is committed:

The client expressly consents to the processing of his/her personal data(*) provided to Hotel Mestre de Avis, namely through its collection, registration and inclusion in a database, organisation, storage, adaptation, modification, retrieval, consultation, use and communication by means of transmission, distribution or any other form of making available, for the purpose of registering accommodation/hotel services, as well as everything related thereto, and for any other purpose that may be deemed reasonably necessary for the provision or proper management of the website and the hotel's activity, for as long as is necessary not only for its processing by this company, but also for compliance with applicable legislation.

Please note that the Website may contain links to other websites over which we have no control. If you access other websites using the links provided, the operators of those other websites may collect information from you that will be used by them under the terms of their respective privacy policies, which may differ from ours. Hotel Mestre de Avis is not responsible for the privacy practices of other Web sites that you may visit.

The client declares that he/she has been informed by the afore mentioned company that his/her personal data will be used exclusively for this purpose and will be kept only for the period strictly necessary for this activity, as defined by the legislation in force in this matter, after which they will be destroyed. The Customer declares that he/she is aware that this consent form complies with the provisions of articles 7 et seq. of the Data Protection Regulation - EU Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 (=GPD), constituting a free, specific, informed and explicit expression of will by which the data subject consents, by means of a declaration, to the processing of personal data concerning him/her in the manner permitted by law.

The customer declares that he/she has been informed that without the provision of his/her minimum personal data, the company will not be able to respond to his/her request.

The Customer also declares that he/she has been informed that, in accordance with the law, he/she has the following rights:

Information and access to data; rectification/correction/updating of my personal data; right to withdraw consent at any time; right to deletion; right to restriction of processing (blocking); right to portability; right to object to processing; right not to be subject to decisions taken solely



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based on automated processing; right to lodge a complaint, take legal action and obtain compensation.

In order to exercise these rights, the customer is obliged to keep their personal data up to date with the afore mentioned company.

In order to exercise the right of access or the right to place a complaint regarding any matter relating to the processing of your personal data, or even to consult the applicable legal regime (GDPR), you have been informed that you must submit your request in writing to Hotel Mestre de Avis, for the attention of the DPO, Rua D. João I, 40, 4810-422 Guimarães, or by email to **protecao.dados@hotelmestredeavis.pt**, and that this company is obliged to reply within a maximum period of 1 month from the date of reception of the request. This information is provided free of charge. However, if the requests made by a data subject are manifestly unfounded or excessive, in particular due to their repetitive nature, the data controller may: demand the payment of a reasonable fee, considering the administrative costs of providing the information or communication or of taking the measures requested; or refuse to comply with the request.

Cookies

Cookies are small text files that a website places on your computer or mobile device via your web browser when you visit the site.

The purpose of cookies is to enhance the user experience by facilitating navigation, offering personalised content and promotions, providing functionalities for social networks and for the website's core services. The hotel uses cookies to record details about each of your current sessions. Please note that some features of the site may not function properly if you do not enable the use of cookies.

The following cookies are used by the hotel:

- Google Analytics.
- From the platform itself for user verification.
- Room Raccoon Booking Engine.
- Raccoon Pay.

Hotel Mestre de Avis may share personal data with: With hotel employees, for the purpose of providing the services requested and/or managing customer databases. In accordance with legal requirements, Hotel Mestre de Avis may share data with the authorities, including the SEF, when required by local legislation or as part of internal inspections. In the event of the transmission of personal data to third parties (SEF), we will comply with all applicable laws and regulations and will take all reasonable steps to ensure that any third parties we engage with are similarly bound by these obligations.

We guarantee that any third parties with whom we share your data will do so in accordance with this Privacy Policy.



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The Hotel Mestre de Avis utilises the RoomRaccoon Booking Engine and the Raccoon Pay, online payment system. All data entered will be processed by RoomRaccoon and Raccoon Pay in accordance with the terms set out in the GDPR legislation and with the consent of the customer. The customer must consent to the privacy policy when booking rooms. They have the right to access, rectify, cancel or object to any files at any time, in accordance with the GDPR legislation. Furthermore, the customer has been informed that, as the data subject, they have the right to lodge a complaint directly with the National Data Protection Commission (CNPD) in the event of any infringement of these rules.

The customer hereby authorises Rosa Roeder, Sociedade Unipessoal, Lda. to contact them in the future. Rosa Roeder Sociedade Unipessoal, Lda. is committed to protecting the privacy and security of its clients' personal information. The data collected on this form will be used solely for the purposes indicated above and will not be transferred to any third party without your consent. In accordance with the General Data Protection Regulation (GDPR), you have the right to request access to and amendment of your personal data, withdraw consent given in this form, or request alteration or complete deletion of the data. To do so, please send an email with the respective request to: protecao.dados@hotelmestredeavis.pt.

Hotel Mestre de Avis reserves the right to modify/update its privacy and data processing policy at any time. These changes will be duly published on the hotel's website.