



## Hotel Mestre de Avis

### PRIVACY POLICY

#### GENERAL TERMS AND CONDITIONS

We are Rosa Roeder, Sociedade Unipessoal, Lda., owner of the trademark “*Hotel Mestre de Avis*”, hereinafter referred to as „Hotel” or “Hotel Mestre de Avis”. Our address is Rua D. João I, 40, 4810-422 Guimarães, Portugal. You can contact us via the contact form on our website, by email at [protecao.dados@hotelmestredeavis.pt](mailto:protecao.dados@hotelmestredeavis.pt), or by telephone at +351 253 422 770.

In accordance with our Code of Conduct and in compliance with the General Data Protection Regulation (GDPR) – Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 – Hotel Mestre de Avis is committed to the following:

The client expressly consents to the processing of their personal data (\*) provided to Hotel Mestre de Avis, including but not limited to collection, registration, inclusion in a database, organization, storage, adaptation, modification, retrieval, consultation, use, and communication by means of transmission, dissemination, or any other method of making data available. This is for the purpose of registering accommodation/hotel services and for any other purposes deemed reasonably necessary for the proper functioning and management of the website and hotel operations. This data will be retained only as long as necessary to fulfil these purposes and to comply with legal obligations.

Please note that our website may contain links to other websites over which we have no control. If you access third-party websites via these links, their operators may collect and process your data in accordance with their own privacy policies, which may differ from ours. Hotel Mestre de Avis accepts no responsibility for the privacy practices of such external websites.

The client acknowledges that they have been informed by the Hotel that their personal data will be used exclusively for the purposes stated above and will be stored only for the period strictly necessary in accordance with applicable legal requirements, after which it will be securely destroyed.

The client confirms that they understand this consent form complies with Articles 7 and following of the GDPR, representing a free, specific, informed, and unambiguous expression of will by which the data subject agrees, through a clear declaration, to the processing of personal data concerning them in a legally permissible manner.

The client also acknowledges that without the provision of the minimum required personal data, the company will be unable to process their request or provide the requested services.

Furthermore, the client understands they have the following rights under the GDPR:

- Right to be informed and to access their data
- Right to rectification/correction/updating of personal data
- Right to withdraw consent at any time
- Right to erasure ("right to be forgotten")
- Right to restrict processing



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- Right to data portability
- Right to object to processing
- Right not to be subject to decisions based solely on automated processing
- Right to lodge a complaint, take legal action, and seek compensation

To exercise these rights, clients must ensure their personal data is kept up to date with the Hotel.

For requests related to data access or to lodge a complaint about the processing of personal data, or to consult the applicable GDPR legal framework, clients may submit a written request addressed to the Data Protection Officer (DPO) at Hotel Mestre de Avis, Rua D. João I, 40, 4810-422 Guimarães, or via email to [protecao.dados@hotelmestredeavis.pt](mailto:protecao.dados@hotelmestredeavis.pt). The company is obliged to respond within one month from the date of receipt. This information is provided free of charge. However, if the requests are manifestly unfounded or excessive, particularly due to their repetitive nature, the data controller may:

- Charge a reasonable fee based on administrative costs; or
- Refuse to act on the request.

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### Cookies

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

Cookies aim to enhance the user experience by enabling easier navigation, personalized content and promotions, social media functionality, and the proper functioning of core website services. The Hotel uses cookies to store session details during your visit. Please note that some site features may not function correctly if cookies are disabled.

The following cookies are used by the Hotel:

- Google Analytics
- First-party cookies for user authentication
- SiteMinder Booking Engine
- SiteMinder Pay

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### Data Sharing and Processors

Hotel Mestre de Avis may share personal data with:

- NewHotel PMS (Property Management System). For managing the hotel property. For coordinating reservations, check-ins, housekeeping, invoicing, and more.



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- Contaguima (certified tax advisors) for accounting and tax matters.
- Hotel employees, for the purpose of providing the requested services and managing customer databases.
- Government authorities, including SEF (Serviço de Estrangeiros e Fronteiras), as required by law or internal audits.

In cases where data is shared with third parties, we will fully comply with all legal obligations and ensure that such third parties are contractually obligated to respect the privacy and data protection principles outlined in this Privacy Policy.

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### Online Booking and Payment Systems

The Hotel uses SiteMinder's Booking Engine and SiteMinder Pay for online reservations and payments. All data submitted through these platforms will be processed in accordance with the GDPR and with the customer's consent. Customers must explicitly agree to the Privacy Policy when making a booking.

Customers have the right to access, correct, cancel, or object to the use of their personal data at any time, in accordance with GDPR. They have also been informed of their right to lodge a complaint with the National Data Protection Commission (CNPd) if they believe their data rights have been violated.

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### Future Communications

The customer authorizes Rosa Roeder, Sociedade Unipessoal, Lda. to contact them in the future. Rosa Roeder is committed to ensuring the privacy and security of its clients' personal data. The information collected in this form will be used solely for the purposes stated and will not be shared with third parties without the customer's prior consent.

In accordance with the GDPR, clients have the right to:

- Request access to or correction of their personal data
- Withdraw previously given consent
- Request modification or complete deletion of their data

To exercise these rights, clients may email their request to [protecao.dados@hotelmestredeavis.pt](mailto:protecao.dados@hotelmestredeavis.pt).

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### Policy Updates

Please note that Hotel Mestre de Avis may amend or update this Privacy and Data Protection Policy at any time. Any such changes will be clearly announced on our website.