

PRIVACY POLICY

If you are reading this policy, it means you are browsing our website. We provide you with this information so you can know how we process your personal data when you browse our website or interact with us through it: for example, when you book a stay. On these occasions we process some of your personal data. We do this in compliance with EU Regulation 679/2016 (GDPR) and in compliance with the Privacy Code as amended by Legislative Decree. 101/2018

Chi è il Titolare del trattamento dei tuoi dati?

The Data Controller of the data collected through this site is Golden Tower Hotel & SPA, with registered office in Via Boccioni, 1 47833 Morciano di Romagna (RN), Tel. +39 055.287860, C.F. and P.I.: 04791780408 (hereinafter also "Owner"). You can contact the Data Controller at the following email address marketing@goldentowerhotel.it by calling us on 055 287860 or by writing to our postal address.

Why do we process your data and when do we collect it?

NAVIGATION DATA

The computer systems and software procedures used to operate this site acquire, during their normal operation, some personal data whose transmission is implicit in the use of Internet communication protocols.

This category of data includes the IP addresses or domain names of the computers and terminals used by users, the addresses in URI/URL notation of the requested resources, the time of the request, the method used to submit the request to the server, the size of the file obtained in response, the numerical code indicating the status of the response given by the server (successful, error, etc.) and other parameters relating to the operating system and the user's IT environment.


Can we do this without your consent? Yes, as the data is necessary for Internet communication and to allow you to use the site (art. 6, letter f, GDPR).

How long do we keep this data? The navigation data does not persist for more than seven days (except for any need for the investigation of crimes by the judicial authority).

DATA RELATING TO COOKIES

As Data Controllers, while browsing our site, you may collect some of your data for the purposes of analysis and processing of information, your preferences and browsing experiences. To carry out this activity we use technologies such as cookies (own or third party).

Can we do this without your consent? Partly. The collection of data through the use of technical cookies, useful for the correct functionality and security of the site, takes place on the basis of our legitimate interest (art. 6, letter f, GDPR). The collection of personal data through the use of own and third-party cookies that is not strictly necessary takes place only with your express consent (art. 6 letter a, GDPR). We inform you of this via a special banner that you find at the bottom of the site when you connect for the first time. Here you can analytically choose which cookies you want to install. For more information on what cookies are, their function, etc. you can read our cookie policy, you can find it in the footer of the site.

How long do we keep this data? The retention time of this data is defined in the cookie banner, choosing to view them analytically, or in the settings menu found at the bottom left of each page of the site → look for this symbol: 

DATA RELATING TO THE BOOKING

If you decide to stay with us and reserve a room via the booking form on our site, we will process your personal details and contact details (name, surname, telephone number, e-mail) and those relating to the payment methods you used. To proceed with the booking, however, you will be redirected to a second domain (www.verticalbooking.com) owned by one of our partners, appointed external manager pursuant to art. 28 GDPR.

Can we do this without your consent? Yes, because we are executing a pre-contractual/contractual agreement, pursuant to art. 6, letter. b of the GDPR.

How long do we keep this data? The data useful for booking are kept to fulfill legal obligations and in any case for no more than 10 years from the moment of collection (art. 2020 of the civil code)

How do we process your data?

The processing of your data takes place through the use of tools and procedures suitable to guarantee its security and confidentiality, and can be carried out both through our website and through other electronic tools (for example internal management) and sometimes also with the use of paper supports. In addition to the Data Controller, in some cases, other parties involved in the organization of this Website (administrative, commercial staff, system administrators, etc.) or external parties (such as third-party technical service providers, hosting providers, IT companies, communication agencies, data entry agencies) appointed, in the cases provided by law, as Data Processors on our part. You can obtain the complete list of processing responsibilities by writing to us at the email address marketing@goldentowerhotel.it.

Where is your data?

The processing we carry out with your personal data takes place on European soil. We chose the partner that allowed us to keep the data within the Union, in accordance with the requirements of the Regulation. Your browsing data (IP address), however, through the installation of cookies, may be transferred outside the European Union and in particular to the United States (by way of example and not limited to, Google).

Who accesses your data?

Your data may be made accessible to the Data Controller's employees and collaborators in their capacity as data processors and/or system administrators and/or other subjects (for example: professional firms, consultants, software houses that provide us with management software, etc.) who carry out outsourced activities on our behalf, in their capacity as external data controllers. We do not disclose your data in any way.

What are your rights?

As an interested party, you have multiple rights. For example, the right to obtain, in the cases provided for, access to your personal data and the rectification or cancellation of the same or the limitation of the processing that concerns them or to oppose the processing (to find out what all your rights are you can consult the Regulation in articles 15 and following). To exercise your rights you can instead write to us or call us at the contacts found at the beginning of this information

Right to complain

If you believe that the processing violates your rights in some way, you can lodge a complaint with the Guarantor Authority for the protection of personal data, checking the methods on the website www.garanteprivacy.it. On the following page <https://www.garanteprivacy.it/home/docweb/-/docweb-display/docweb/4535524> you can view the complaint form.

Protection of minors' privacy

This website is aimed at a general audience, however its services are intended for persons 18 years of age or older. We do not solicit, collect, use or disclose personal information provided by anyone under the age of 18 online. If we discover that we have personally collected a child's data, we will delete it immediately.