

PRIVACY POLICY

As a personal data controller, we would like to inform you about how we process your personal data and the regulation for the protection of the information you provide to us when using our services.

Who are we?

Grand Royale Aparthotel & SPA, gr. Bansko, str. Todora's Eyes, 3
Managed by Grand Royale EOOD, Sofia, str. Braila 2, et. 3
EIC/BILLSTAT, 205370016
Phone: +359(749) 96044
Website: www.grandroyale.bg

Data Protection Supervisor:

Data Protection Commission
Address and seat of management, gr. 1592 Sofia Blvd. Prof. Tsvetan Lazarov 2
Phone : +359 2 915 3518
Website: www.cpdp.bg

This policy describes the processing of personal data in accordance with the requirements of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

Where does the privacy policy apply?

The privacy policy is applicable on the hotel website:
www.grandroyale.bg/en

What is the collection and use of personal data?

Upon check-in, guests are required to provide identification documents:

- Personal number;
- Name of the person (data to be written according to the national document);
- Date of birth;
- Gender;
- Citizenship;
- Identity card number/valid national identity document;

On the basis of Article 116, paragraph 2 of the Tourism Act, the data in the register for the accommodated tourists shall be kept for a period of five calendar years or for a period no longer than the requirements of the applicable legislation for the relevant period.

Grand Royale Aparthotel & Spa has the right to collect and use information about its guests upon their reservation request.

For what purposes is the personal data provided processed?

The data provided is protected in accordance with the Personal Data Protection Act and the regulations governing the protection of information and is processed only in connection with the implementation of the established requirements of the Tourism Act.

This information will only be used in connection with bookings made and will not be provided for any other purpose.

The information that users enter on the hotel's website may include first name, last name, address, telephone number, e-mail address and any other information that users provide when requesting, receiving or using the services provided by Grand Royale Aparthotel & Spa.

Grand Royale Aparthotel & Spa guarantees the confidentiality of the personal data of its users, declaring that they will not be used for purposes other than their intended use:

- Provision of products and information on prices and services
- Booking processing and payment
- Invoice issue
- Providing information on new services and products, individual promotional offers, etc.

Grand Royale Aparthotel & SPA undertakes not to disclose any personal information about its guests and not to provide the collected information to third parties - commercial companies, individuals and others, except in cases where it has expressly obtained the consent of the guest at the time of booking or has been requested information by government authorities or officials who, according to the legislation in force, are authorized to request and collect such information in accordance with the legally established procedures.

Providing your information and control

If you do not want your data to be used by us, you have the option to opt out of the storage of your personal data and withdraw your consent by contacting us at the contacts listed.

Where we store and transfer your data?

The information you provide is only stored on our servers and only for the purposes of your online booking.

We do not transfer your data to third parties or use cloud services.

What are your rights?

We have taken measures to protect your personal data in accordance with the requirements of Regulation 2016/679, which are aimed at ensuring the rights of the subjects whose personal data are processed, namely:

- *Right of access;*
- *Right to rectification of inaccurate or incomplete data;*
- *Right to erasure (right to be forgotten) if the conditions of Art. 17 of REGULATION 2016/679;*
- *Right to restriction of processing;*
- *Right to data portability if the conditions for portability under Art. 20 of REGULATION 2016/679;*
- *Right to object if the conditions of Art. 21 of REGULATION 2016/679.*
- *The right not to be subject to a decision based solely on automated processing, including profiling.*

How can you enforce your rights?

You may exercise the above rights by submitting a written request (in person or through an expressly authorized person by notarized power of attorney) to the personal data administrator (Grand Royale Ltd.), in which you should specifically indicate your request. The request should be signed and sent to the address of the ALD. The application may also be submitted electronically under the Electronic Document and Electronic Signature Act.

You have the right to complain to the supervisory authority

You have the right to lodge a complaint with the supervisory authority, the competent authority being the Commission for Personal Data Protection, address. 1592 Sofia Blvd. "Prof. Tsvetan Lazarov" No. 2 (www.cpdp.bg).

In case you wish to lodge a complaint regarding the processing of your personal data through the ADL (recipients including non-EU and international organisations), you can do so at the contact details of the company or directly to the Data Protection Officer.