



## Privacy Policy

Proper processing of your personal data is very important for our company and their protection is a matter of course for us, that is why we would like to provide you with detailed information about why we process your personal data, what reasons we have for this, what rights you have in connection with

the processing of personal data, but also other information that might be of interest to you.

We would like to assure you that we follow strict rules that determine which employee or which department has access to your personal data and what personal data it can process.

We do not provide any personal data outside of **Hotel Mamas s.r.o.** except in instances where you wish to pass along your personal data to another controller, and when we have your approval to do so,

and if we are required to do so under legislation or we have such authorisation, or when we have a legitimate interest.

**Please carefully read the following privacy policy, which we have specifically designed to ensure that this document is as transparent and practical as possible for you.**

If anything is unclear after reading this document, or you are not sure about something, we would be happy to explain any term or part of this document. In such cases, please contact us via email at [repcia@hotelmamas.sk](mailto:repcia@hotelmamas.sk) or by writing us at Hotel Mamas s.r.o., Chorvátska 2, Bratislava 811 08.

### 1. Who is the controller of your personal data?

The **personal data controller** is the company to which you provided your personal data and which defines the purpose and means of processing such personal data.

The personal data controller is **Hotel Mamas s.r.o.** with registered office at Chorvátska 2, Bratislava 811 08, ID No.: 47 221 721, registered in the Commercial Register at Bratislava I District Court,

section: Sro, file no. 90562/B ("**Hotel Mamas** ").

You may exercise your rights **in writing by post** or via **email** . Use the following contact details to exercise your rights:

**Contact: Hotel Mamas s.r.o.**

Address: Chorvátska 2, Bratislava 811 08

Email: [repcia@hotelmamas.sk](mailto:repcia@hotelmamas.sk)

The controller has a designated data protection officer who is an employee of **Avris Consulting, s.r.o.** , with registered office at Kutlíková 17, Bratislava 852 50, ID No.: 35 962 844, registered in the Commercial Register

at Bratislava I District Court, section: Sro, file no. 38168/B:

Hotel Mama's a.s. / Chorvátska 2 / 811 08 Bratislava

tel: +421 2 5026 9100 / e-mail: [repcia@hotelmamas.sk](mailto:repcia@hotelmamas.sk) / facebook: Hotel Mama's / skype: hotelmamas

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Title, name and surname: JUDr. Monika Fegyveres Oravská

Contact: oou@avris.sk

(“**data protection officer**”)

## **2. What is personal data processing and what terms are used in relation to this processing:**

We would like to start by familiarising you with the terms used in this document and which will help you understand this document better.

**Personal data** – any information related to an identified or identifiable natural person, such as name, surname, date of birth, birth number, phone number, email address, IP address, etc.

**Data subject** – the natural person to whom personal data relates.

**Personal data processing** – an activity a controller or processor performs on personal data.

**Controller** – a natural person or legal entity who defines the purpose and means of processing personal data; a controller may authorise a processor to conduct such processing.

**Processor** – a natural person or legal entity, public authority, agency or other entity that processes personal data on behalf of a controller.

**Data protection officer** – a natural person or legal entity designated by the controller or processor to conduct activities related to personal data protection.

**Purpose** – the reason for which the controller processes personal data.

**Special categories of personal data** – sensitive personal data that has a specific nature, such as health details, or biometric data enabling the identification of a specific person.

**Legitimate interest** – the interest of a controller or other entity conditioning the need for personal data processing which outweighs the interests of the data subject, e.g. when the data subject is the controller’s customer.

**Profiling** – any automatic processing of personal data for the purposes of assessing specific unique conditions, e.g. behaviour on the Internet and when shopping online.

**Cookies** – small data files that are stored in a special folder for the browser on the user’s computer and are necessary for some website functions such as logging in and are often used to track user behaviour on the web, their use is possible to disable in most internet browsers.

**Recipient** – natural person, legal entity, public authority, or other entity to whom they are personal data provided.

**Service** – any of the services we offer you, that is, our products and services offered online and their support.

## **3. What personal data do we process?**

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**We only process the personal data necessary for us to provide you with our services and customer**

**support, to comply with our legal duties, and to protect our legitimate interests.**

**We collect personal data about our customers, including potential customers who are interested in our service or who have given us permission to contact them about our services.**

**We process the following categories of personal data:**

**Basic identification data**

**We need basic identification data for reservations and the contract you conclude with us.**

**Such data**

**include your name, surname, country of residence, payment card number, cardholder name, card expiration date and the security code of your payment card.**

**Contact details**

**Contact details include your email address and phone number.**

**Information about the use of our services**

**This information includes information about the services you purchased from us or that you reserved**

**whereby we may suggest other suitable services to you based on this information.**

**Information on interactions with you**

**We record information on interactions with you in writing to provide you with appropriate customer support.**

**Transaction data**

**This exclusively concerns information about payments for our services.**

**4. Why do we process personal data?**

**We process personal data:**

- without the need for your consent,**
- with your consent.**

**Processing without the need for your consent:**

**Processing on the basis of a contract**

**We process your personal data for the purpose of concluding a contract between you, as our customer**

**and potential client, and us, as the supplier when you use our services. In such case personal data is only processed in the scope necessary to reserve accommodations and then to conclude and fulfil the relevant contract. This includes fulfilling the subject of the contract, customer support,**

**administration of the contract and records of parties thereto.**

**For such purpose, the provision of your personal data is completely voluntary, but necessary**

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to reserve accommodations and to conclude a contract, and its subsequent administration. Without this data we would be unable to take your reservation, conclude a contract, and fulfil the relevant rights and obligations thereunder.

#### **Processing based on a legitimate interest**

Hotel Mamas has the following legitimate interests:

- to inform you of the latest news related to your reservation of accommodations and any related

contract and to offer you Hotel Mamas services,

- to defend legal claims.

#### **Processing for statistical purposes**

After the reservation is forfeited or your contract is terminated and the time for which we keep personal data expires, personal data is only then processed for statistical purposes in an anonymized form.

#### **Processing with your consent.**

#### **Processing for marketing purposes**

We process your personal data for marketing purposes if we have received consent from your for such purpose.

Marketing includes the following activities in particular:

- services offered by Hotel Mamas. We may provide this information with your consent electronically, in particular via email

- by sending a newsletter containing articles, messages, and other information related to Hotel Mamas activities.

Providing consent for marketing purposes is completely voluntary, but necessary for us to send

you customised information about services offered by Hotel Mamas. Without such consent we cannot provide you with customised information about our services.

You may withdraw consent at any time, in part or in full, by contacting Hotel Mamas in writing by mail

or via email:

Contact: Hotel Mamas s.r.o.

Address: Chorvátska 2, Bratislava 811 08

Email: [repcia@hotelmamas.sk](mailto:repcia@hotelmamas.sk)

#### **Use of cookies**

We only use cookies with your consent. To block cookies, before visiting a website, simply use the private browsing function in your browser. In such case certain parts of a website might not appear correctly, and browsing may be more

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complicated, and you may not see the content that best meets your needs.

#### **5. How long do we retain your personal data?**

**We retain your personal data for the duration of your reservation of accommodations or contract**

**to provide you with our services. Once the contract expires and all related obligations are settled, whether related to an accommodation reservation, or a contract, we retain your personal data for the necessary period of 10 years as required by law.**

**The retention period for personal data is primarily based on Act No. 431/2002 Coll. on Accounting, as**

**amended, and Act No. 40/1964 Coll., the Civil Code, as amended.**

**If you concluded a contract with Hotel Mamas and provided your consent to process personal data for**

**marketing purposes, this consent endures for the duration of such contract with Hotel Mamas and**

**for the next 5 years after the expiration of such contract, or after you withdraw your consent.**

**If you did not conclude a contract with Hotel Mamas and only provided your consent to process personal**

**data for marketing purposes, this consent endures for 5 years from the date granted or until you**

**withdraw such consent. If you conclude a contract or additional contract with Hotel Mamas, the longer**

**of the personal data retention periods specified above applies based on the most recently concluded contract.**

#### **6. Where do we get personal data?**

**We obtain personal data:**

- directly from you when concluding and during the duration of the accommodation reservation,**
- directly from you when concluding and during the duration of the contract and when fulfilling the contract,**
- directly from you by granting consent to receive the newsletter,**
- from other persons to whom you have given consent.**

#### **7. How can you withdraw consent to the processing of personal data for marketing purposes?**

**Consent to the processing of personal data for marketing purposes is completely voluntary.**

**This means that you can withdraw it at any time. No longer interested in receiving any more offers of Hotel**

**Mamas services and the newsletter? We are sorry, but we fully respect your decision.**

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#### **What should withdrawal of consent include?**

- **The person submitting the withdrawal. Please provide your name, surname, and email address.**
- **State explicitly that you do not wish us to further process your personal data for marketing purposes. You can withdraw consent generally (it will apply to all marketing activities) or who may specify specific marketing activities you are opting out of (i.e. unsubscribing from the newsletter).**
- **Address your withdrawal to Hotel Mamas.**

#### **How can you send your notice of withdrawal?**

**Send your notice of withdrawal by post or via email.**

**For information sent via email or in the case of the newsletter, you may unsubscribe online using the link in the text of the email to unsubscribe from these emails. Your email address is then automatically deleted from our database in this case.**

#### **8. Do we use automated means to process your personal data?**

**We are pleased to inform you that we do not use any profiling or automated processing when providing our services.**

#### **9. What rights do you have in relation to the processing of your personal data?**

**Proper processing of your personal data is very important to us, and their protection is a matter of course. You have the following rights in relation to the processing of your personal data:**

##### **Information on the processing of your personal data**

**This information primarily includes the identity and contact details for the controller, the purpose of processing, the categories of personal data involved, the recipient or categories of recipients of personal data, information on the transfer of personal data to third countries, personal data retention periods, authorised controllers, a summary of your rights, the ability to contact the Office for Personal Data Protection, the source of processed personal data, and disclosure as to automated decision-making and profiling.**

##### **Right to access personal data**

**You have the right to confirm whether or not personal data is being processed and, if so, you have the right to access to information about the purposes of processing, categories of affected personal data, recipients**

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or categories of recipients, personal data retention periods, information about your rights, the right to file a complaint with the Office for Personal Data Protection, information about your rights, about the right to file a complaint with the Office for the Protection of Personal Data, information about the source of personal data, disclosure as to automated decision-making and profiling, information and guarantees in the case of transfer of personal data to a third country or international organisation. You have the right to be provided with a copy of the personal data we process.

**Right to correction**

Are we processing inaccurate or non-current personal data? Has your email address changed? Please contact us and we will correct it.

**Right to deletion (right to be forgotten)**

In some cases provided by law, we are obliged to delete your personal data at your request. However, each such request is subject to individual evaluation as to whether the conditions are met

as Hotel Mamas may have an obligation or a legitimate interest that outweighs your interests and compels us to keep your personal data.

**Right to restrict processing**

If you wish us to process your personal data exclusively for the most necessary legal reasons or to block your personal data.

**Right to data portability**

If you wish us to provide your personal data to another controller, or another company, we will provide your personal data to the designated entity in the corresponding format so long as we are not prevented from doing so by any serious impediments.

**Right to object to automated individual decision-making**

If you determine or believe that we are processing your personal data in contravention of the protection of your private and personal affairs or the law, please contact us and request an explanation or remedy of the resulting unsatisfactory state.

You can also raise an objection directly against automated decision-making.

**Right to file a request or complaint to the Office for Personal Data Protection**

You may contact the personal data protection body with your request or complaint regarding the

processing of your personal data at any time; in Slovakia, this is the Office for Personal Data Protection (Úrad na ochranu osobných údajov Slovenskej republiky) located at

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Hraničná 12, 820 07 Bratislava 27, Slovak Republic, ID No.: 36 064 220, phone: +421/2/3231 3220,

website <https://dataprotection.gov.sk/uouu/>

**10. Where can you exercise your rights and is there a fee for exercising them?**

You may exercise your rights directly with Hotel Mamas via email at

[recepacia@hotelmamas.sk](mailto:recepacia@hotelmamas.sk) or by post sent to our mailing address: Chorvátska 2, Bratislava 811 08.

We provide all notices and statements regarding the rights you have exercised free of charge. If your request is clearly unfounded or unreasonable, especially because it would be repetitive, we may

charge a reasonable fee taking into account the administrative costs associated with the provision

of the required information. In case of a repeated request for the provision of copies of processed personal data, we reserve the right to charge a reasonable fee for administrative costs

for this reason.

**How long can you expect for Hotel Mamas to respond?**

We will provide you with a statement and possibly information about the measures taken as soon as

possible, but within one month at the latest. If necessary, we can extend the deadline by two months due to the complexity and number

of requests. We will inform you about the extension of the deadline, including the reason for such extension.

**11. Who has access to your data?**

The controller, its employees and the data protection officer have access to personal data, and access may be given to contracted processors, in particular Availpro, which operates the reservation system, and providers of IT and accounting services.

These may include external companies administering our services or other services ensuring the proper operation of the company and processing of personal data. We have concluded personal data processing

contracts with these processors, and they are bound to comply with strict personal data protection rules, including confidentiality measures, so that the highest possible standard of legal protection meeting the requirements of valid legislation in Slovakia is observed.

**Contractors**

We have entrusted specific activities aimed at managing your contract or providing services in this

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context to external contractors with whom we have concluded proper contracts on the processing of personal data; our selection process ensures they meet the proper measures for the protection and security of your personal data.

Contractors for such purposes primarily include: Availpro, which operates the reservation system, IT service providers, accounting management and the data protection officer.

## 12. Overview of selected personal data protection legislation

European framework:

- Charter of Fundamental Rights of the EUROPEAN UNION
- Regulation of the European Parliament and the EU Council 2016/679 of 27 April 2016 on the protection of natural persons and on the free movement of such data, which repeals Directive 95/46/EC (General Data Protection Regulation, GDPR)

National legislation:

Constitution of the Slovak Republic (published under No. 460/1992 Coll.)

- Act No. 18/2018 Coll. on Personal Data Protection and on amendment of certain acts as amended

## 13. How can you contact us?

If you have any questions or comments related to this policy, please do not hesitate to contact us

at any time via email at [repcia@hotelmamas.sk](mailto:repcia@hotelmamas.sk) or by post sent to our mailing address: Chorvátska 2, Bratislava 811 08.

This document will be updated regularly. Status as at 10 May 2018.\_\_\_\_

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