

# DE BARONIE

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## Privacy statement

De Baronie, located at Spoorstraat 74, 5831 CM Boxmeer is responsible for the processing of personal data as shown in this Privacy Statement. This Privacy Statement applies to our hotel, the restaurant and conference rooms.

### General information

Your privacy is important to us. We appreciate the confidence you have placed in us. Therefore we respect the confidentiality of the personal data you have provided to us. To enable you to use our services, your data is needed. In processing this data, we follow the requirements of the European General Data Protection Regulation (GDPR). We have drawn up a Privacy Statement in which we inform you about how we manage the personal data you have provided to us. You can find his Privacy Statement on our website [www.debaronieboxmeer.nl](http://www.debaronieboxmeer.nl) and a hard copy is available at the reception.

### Data processing

The personal data that you have provided to us will only be used for the purposes stated in this Privacy Statement. Information is considered confidential and not provided to third parties, unless we are legally required to do so. We do not process your personal data for marketing purposes, such as sending newsletters, offers, or advertising. We will not sell your personal data to third parties.

### Purposes

We process your personal data for the following purposes:

#### A. Request

With the contact form and via e-mail you can ask us information or make a request for a reservation. For this we use your e-mail address, IP address, telephone number and name and address details (name, address, place of residence). Your contact details are only processed when you make a reservation.

#### B. Reservation

If you make a reservation with us, you enter into an agreement with us. The use of your data may be necessary for the execution of your agreement with us:

- to call or email you to perform our service
- to keep you informed about the status of/changes to your reservation
- to be able to send you an invoice that meets legal obligations.

#### C. Security, detection, fraud prevention

We may also use personal data for the assessment of risks and for security purposes, including the authentication of users. For such purposes personal data can be shared with third parties, such as law enforcement agencies.

#### D. Laws and regulations

In certain cases, we must use the information provided to handle and resolve legal disputes or complaints, for research and compliance purposes of the laws and regulations, or to maintain agreements or to comply with legitimate requests from law enforcement agencies insofar as required by law.

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## **Personal data**

Depending on the service we provide you, we may, among other things, request the following personal data from you:

- First name, last name, e-mail address, phone number and home address
- Profession
- Credit card details (type of card, credit card number, cardholder name, expiry date and security code)
- Information about the guest's stay, including date of arrival and departure, special requests, comments about your service preferences (including room preferences, facilities or other services used).

## **Storing personal data**

There is no time limit for the storage of personal data in the AVG. All stored personal data are subject to this Privacy Statement. In general, your personal data will not be stored for longer than is strictly necessary to achieve the purposes for which your data is collected. De Baronie does not store your data in a database.

### *Storage period for purpose A.*

We keep this information until we are sure that you are satisfied with our response. In this way, we can easily access the information for follow-up questions.

### *Storage period for purpose B.*

We store data required for a hotel stay 7 years, the storage period of the tax authorities. Your credit card information - if needed for the reservation process - will be stored with us for a maximum of 10 days. After that moment it is permanently destroyed.

### *Storage period for the purpose of C. and D.*

We will retain your personal information as long as we consider it necessary to comply with applicable laws, resolve disputes with parties and otherwise if necessary to enable us to conduct our activities, including detecting and preventing fraud or other illegal activities.

## **Third parties**

We use third parties (hotel management systems) that support us in delivering the service you request. These parties must also comply with the General Data Protection Regulation. We have solid agreement with them about the careful handling of your personal data.

## **Automated decision-making**

De Baronie does not take decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions taken by computer programs or systems, without a person sitting in between.

## **Statistics / GOOGLE ANALYTICS**

Our website uses Google Analytics to keep track of how the website is visited and used. IP addresses of visitors are stored anonymously in order to guarantee your privacy. Data sharing has been disabled and no other services from Google are used in combination with Analytics. You can read the privacy policy of Google Analytics [here](#).

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## **Use of cookies**

We only use analytical cookies for Google Analytics, as described above.

## **Data security**

De Baronie takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of abuse, please contact us. Only authorized personnel have access to personal information if this is necessary for their work.

## **View, modify or delete data**

You can always decide which personal data (if applicable) you want to share with us. If you choose not to provide certain information, it may affect your transactions with us. You have the right to view, correct or delete your personal data. You also have the right to withdraw any consent to the data processing or to object to the processing of your personal data by De Baronie. You can send a request for access, correction, deletion, or request for cancellation of your consent or objection to the processing of your personal data to [info@hoteldebaronie.nl](mailto:info@hoteldebaronie.nl). To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number unreadable in this copy. This is to protect your privacy. We respond as quickly as possible, but within four weeks, at your request.

## **Changes to the Privacy Statement**

This Privacy Statement was created on May 23, 2018. We reserve the right to change this statement. We therefore advise you to check this statement regularly to keep up to date with the latest changes.

## **Questions**

Do you have questions and/or comments about the De Baronie Privacy Statement? Send an e-mail to [info@hoteldebaronie.nl](mailto:info@hoteldebaronie.nl).