

## Customer Privacy Policy

Dear Customer

In accordance with applicable privacy laws (EU Regulations n. 679, 2016), we would like to take this opportunity to inform you that your personal information will be processed in an ethical and transparent manner, only for lawful purposes, and in a manner that safeguards your privacy and your rights.

Processing takes place manually and using IT tools, and is done for the following purposes:

1. To obtain and confirm your booking of accommodations and other services, and to provide such services as requested. Since this processing is required to define our contractual relationship and to perform under our contract with you, your consent is not required, unless certain “sensitive” information is submitted. Should you refuse to submit your personal information, we will not be able to confirm your booking or provide you with the requested services. Processing shall cease once you check out, although some of your personal information may (or in some instances, has to) continue to be processed for the purposes and in the manner described below;
2. To comply with our “Public Safety Law” (Article 109 Royal Decree n. 773, 18/6/1931) which requires that we provide identification data of our guests to the police, for purposes of public safety, in the manner established by the Ministry of the Interior (Decree of 7 January 2013). Data submission is mandatory and does not require your consent. Should you refuse to provide such information, we will not be able to host you in our hotel. Data acquired for such purposes shall not be retained by us, unless you provide consent to their retention as required under point 4, infra;
3. To comply with applicable administrative, accounting, and tax regulations. For these purposes, your consent is not required. Personal information is processed by us and our persons in charge of data processing and is disclosed outside the company only when and if required by law. Should you refuse to submit the required data for the above purposes, we will not be able to provide you with the requested services. Data acquired for such purposes is retained by us for the required statutory period (10 years – or longer, in case of tax audits);
4. To speed-up check-in on your next visit to our hotel. For such purposes, upon obtaining your consent (which can be revoked at any moment), your information will be retained for a maximum of one year, and will be used the next time you are our guest, for the reasons listed supra;
5. To allow you to receive messages and telephone calls during your stay. Your consent is required for such purposes. You can revoke your consent at any time. Such processing, where consent is granted, shall end when you check out;
6. To send you advertising messages and updates on special rates and promotions. For this purpose, upon obtaining your free consent, your information shall be retained for a maximum of two years and will not be disclosed to third parties. You may revoke your consent at any moment.

Processing modalities

Datas will be: gathered, collected and archived in paper form; registered in digital format in informatic systems in the exclusive ownership of the data controller; protected from destruction, modification, erasing and non authorized access rysks through efficient security measures of physical, logical and organizative kind; further processed, even in paper form, in the means and times strictly needed to execute the finalities mentioned above.

## Communications to recipients and diffusion

Datas acquired by Locanda Casa Petrarca are communicated to recipients only if strictly needed and demanded by the finalities above mentioned.

Recipients categories are: subjects demanded to that by Law; appointed and persons authorized by Locanda Casa Petrarca who declared their will to respect confidentiality rules and which are obliged to that by the Law or specific obligation to the Data Controller (for example, employees and collaborators of the Data Controller).

Data Controllers could be asked to communicate Datas in observation of the Law or to fulfill orders coming from the Authority.

No personal data will be widespread.

Data storage period.

Locanda Casa Petrarca will storage Datas for the minimum time needed to fulfill the finalities mentioned before. In any case, the Controller will storage Personal Informations for no more than one year.

Mandatory or optional communication of Datas.

Communication of Datas is mandatory for the Client to let the Controller fulfill his obligation towards him. Further Datas communication is optional.

Rights of the interested.

Interested has the rights to: access his Personal Datas kept by the Controller, ask for their correction or deletion (“oblivion”); ask for limitation of oppose processing, ask for Data portability; fill a complaint to the Data Protection Authority. The interested also has the rights mentioned in the Privacy Law, art. 7 not mentioned here (Data existence confirmation and communication in intelligible form, indication of their origin, anonimization of their Personal Information or stoppage of their processing if not made in respect of the Law).

Modification of the Policy

The Controller has the right to modify this policy.

For any other information, and to exercise the rights recognized by the Gdpr, apply to:

**Data Controller:** Locanda Casa Petrarca, in Venice, San Marco 4386. E-mail: [info@casapetrarca.com](mailto:info@casapetrarca.com)

This policy runs from July the 6th, 2018.