

Introduction

Welcome to the privacy policy of Hotel Villa Burgau ("we," "our," or "us"). Protecting your personal data is a top priority. This policy outlines how we collect, use, and protect your information in accordance with the General Data Protection Regulation (GDPR) and other relevant European data protection laws.

By using our website, services, or providing personal information to us, you consent to the practices described in this privacy policy.

1. Data We Collect

1.1. Information You Provide

- **Reservation Information:** Name, email address, phone number, payment details, and any special requests.
- **Contact Information:** When you contact us via forms, email, or phone.
- **Feedback and Reviews:** Information provided through surveys or guest reviews.

1.2. Information We Collect Automatically

- **Usage Data:** Information about how you use our website, such as IP addresses, browser type, and pages visited.
- **Cookies and Tracking Technologies:** Data collected through cookies to enhance user experience and website functionality.

1.3. Sensitive Data

We do not collect sensitive personal data (e.g., health information) unless voluntarily provided for specific services, such as accessibility or dietary requirements.

2. How We Use Your Data

We use your personal data for the following purposes:

- To process reservations and payments.
 - To communicate about your bookings and provide customer support.
 - To personalize your experience and improve our services.
 - To comply with legal and regulatory requirements.
 - For marketing purposes, with your explicit consent.
-

3. Legal Basis for Processing

We process your data based on the following legal grounds:

- **Contractual Obligations:** To fulfill a reservation or service agreement.
 - **Consent:** For marketing and non-essential communications.
 - **Legitimate Interests:** To improve our services, ensure security, and prevent fraud.
 - **Legal Obligations:** To comply with tax, legal, or regulatory requirements.
-

4. Data Sharing and Transfers

We may share your data:

- With service providers (e.g., payment processors, IT support) for operational purposes.
- With legal authorities if required by law.
- With trusted partners, only with your consent.

We ensure all data transfers comply with GDPR requirements, including appropriate safeguards for data shared outside the European Economic Area (EEA).

5. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Data related to bookings may be retained for accounting or legal compliance.

6. Your Rights

Under GDPR, you have the following rights regarding your data:

- **Access:** Request a copy of your personal data.
- **Correction:** Rectify incorrect or incomplete data.
- **Erasure:** Request deletion of your data ("Right to be Forgotten").
- **Restriction:** Limit the processing of your data.
- **Portability:** Receive your data in a machine-readable format.
- **Objection:** Object to data processing for direct marketing or other purposes.
- **Withdraw Consent:** Revoke consent for processing where applicable.

To exercise these rights, please contact us at privacy@hotelvillaburgau.com.

7. Security Measures

We implement technical and organizational measures to protect your personal data against unauthorized access, loss, or misuse. However, no system is completely secure, and we encourage you to notify us of any suspected breaches.

8. Cookies and Tracking Technologies

Our website uses cookies to enhance your browsing experience.

- **Essential Cookies:** Required for website functionality.
- **Performance Cookies:** Analyze website usage.
- **Marketing Cookies:** Personalize ads and content.

You can manage your cookie preferences through your browser settings or our cookie consent tool.

9. Changes to This Privacy Policy

We reserve the right to update this privacy policy to reflect changes in laws, technology, or business practices. Any updates will be posted on this page with a revised "last updated" date.

10. Contact Information

For questions, concerns, or to exercise your rights, contact us at:

Hotel Villa Burgau

Email: info@hotelvillaburgau.com

Address: **Herbert-Isaac-Straße 16, Monschau, Deutschland, 52156**

Last Updated: [10 December 2024]

This privacy policy ensures transparency and compliance with European data protection laws, providing you with confidence in how we handle your data.