

## 5.10. ADDITIONAL SERVICES AND FACILITIES FOR HOTEL GUESTS

Our hotel guests can use additional services and facilities, such as SPA visits and treatments, going to gym (wellness centre), beauty salon services, children's area and other services.

If you use the additional services of our hotel, your personal data will be processed in order to:

- Arrange the provision of such services or access to such facilities
- Register additional services and/or facilities you have requested
- Provide personalized offers and functions to returning guests
- Manage the costs incurred as a result of providing such additional services and/or facilities

### **Categories of data processed:**

- Your habits
- Procedures selected
- Name/surname
- Telephone number
- Name, surname of an underage guest
- Information on the state of health, including on allergies
- Name of the adult(s) accompanying the guest(s)

### **Data source:**

- Directly from the online booking form you have filled out
- From the online booking channel you use
- From your travel agency
- From our booking department
- From the specific hotel where you have booked a room
- From our customer service
- Directly from your hotel registration card
- Directly from you if you request additional services/facilities at the reception or from the service staff

### **Reason for data processing:**

Data processing is necessary for the conclusion and/or performance of the contract and protection of the guests' health.

### **Recipients of the data:**

- Hotel staff, including receptionists, service staff and/or other relevant hotel staff
- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Providers of IT services

### **Hotel passes**

We offer our guests the possibility to purchase passes (children's pass, senior's pass and regular pass), which can be used to pay for the use of the SPA area and/or wellness centres in our hotels.

**Categories of data processed:**

- Name, surname
- Telephone number

**Data source**

Directly from you at the time of purchasing a pass.

**Reason for data processing**

Data processing is necessary for the conclusion and/or performance of the contract and for the protection of the guests' health.

**Recipients of the data:**

- Hotel staff, including receptionists, service staff and/or other relevant hotel staff
- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Providers of IT services

**Children's area (Kids Club)**

We offer our guests the opportunity to leave children under the supervision of experienced staff. Depending on the age, children are offered a playroom, a recreational area, an interactive games area, and a ballroom. Guests can purchase the Kids Club services either at the Kids Club or online.

**Categories of data processed:**

- Underage person's (child's) name, surname, age
- Information about allergies or diseases (health problems)
- Information about at least one of the parents – name, surname, telephone number, email address

**Data source:**

- Directly from the online booking form you have filled out
- Directly from information you have provided

**Reason for data processing:**

Data processing is necessary for the conclusion and/or performance of the contract and for the protection of the guests' health.

**Recipients of the data:**

- Hotel staff, including receptionists, service staff and/or other relevant hotel staff
- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Providers of IT services