

Information about the privacy of Hotel Cosmopolitan AD Privacy Notice

Adopted on 25.05.2018

Approved by: Krasimir Angelov Dakov /manager/

Data Protection Officer: Hristina Mitkova Dakova /manager/

Who are we?

Cosmopolitan Hotel manages a four-star hotel complex in Ruse, offering accommodation, SPA and Wellness services, fitness, conference rooms and others.

Information about the data controller:

- Name: Cosmopolitan Hotel AD
- UIC: 201344433
- Address: Rousse, Dobri Nemirov Str
- Manager: Krasimir Dakov
- E-mail: reception@cosmopolitanhotelbg.com
- Phone: 082805050
- Internet site: www.cosmopolitanhotelbg.com

Information about the Data Protection Officer at Hotel Cosmopolitan AD:

- Name: Hristina Mitkova Dakova
- Address: Ruse, 1-3 Dobri Nemirov Str.
- Telephone: +359884200887
- E-mail: h.dakova@cosmopolitanhotelbg.com

I. Questions and answers related to the protection of personal data:

What are personal data?

Under the General Data Protection Regulation, personal data is defined as: Any information related to an identifiable natural person or an identifiable individual ("data subject"); an identifiable natural person is a person who can be identified, directly or indirectly, in particular by an identifier such as name, identification number, location data, online identifier or one or more signs specific to the physical, physiological, genetic, mental, mental, economic, cultural or social identity of that individual.

Why does Hotel Cosmopolitan AD collect and store personal data?

In order to provide you with our accommodation services, organization of catering in our restaurants, providing spa, wellness and fitness services, organizing and providing additional tourist services (transportation, excursions, etc.).

We guarantee that the information we collect and use is indispensable for this purpose and is not intended to enter your personal space.

If we decide to communicate with you with advertising and marketing intentions, Cosmopolitan Hotel AD will ask you for further agreement.

How do you use my personal information?

In this information about the processing of your personal details, we detail the purposes and reasons for collecting and processing your personal data.

Will you forward and share my personal data with other organizations or individuals?

We will not sell your data to third parties, nor will we pass it on to you to gain any benefit.

Hotel Cosmopolitan may provide your personal data to our service subcontractors who have entered into a contract with us. All third parties who may receive your data are required to keep your data secure and use them only to fulfill our obligations.

Recipients of your data may also be government bodies to whom we provide them under specific and clear legal obligations.

How will you store and store my personal data that you collect?

Cosmopolitan Hotel AD will process (collect, store and use) the information you provide in a way compatible with the requirements of the General Data Protection Regulation. We will strive to keep the information accurate and current.

We will not store your information longer than is reasonably necessary to meet the specific purposes with which you have been collected and notified to you here.

Some of the storage times of the information depend on legal obligations to keep documents and information within certain minimum periods.

We will take all foreseeable technical and organizational measures to protect your data from unauthorized access.

Can I find out what personal data I have and process?

Cosmopolitan Hotel will, at your request, tell you what information we store for you and how it is handled. In case we have your personal data you can request the following information:

Contact details of the organization that processes or on behalf of your data processing.

- Contact details of the Privacy Officer.
- Targets of processing;
- The legal basis for the processing;
- The corresponding categories of personal data being processed;
- Recipients or categories of recipients to whom they are or will be disclosed;
- Recipients of third countries or international organizations if there is a transfer of personal data to them, as well as guarantees that their data security will be at least at EU level;
- The envisaged term for which personal data will be stored;
- Details of your rights to request correction or deletion of personal data or limitation of the processing of personal data, as well as to object to such processing;
- Information about your right to withdraw your consent at any time;
- Details of your right to appeal to a supervisor;
- Information whether the provision of personal data is a mandatory or contractual requirement or a requirement necessary for the conclusion of a contract as well as whether you are required to provide personal data and the possible consequences of the failure to provide such data.
- All details and information on the availability of automated decision-making, such as profiling and any meaningful information about the logic involved in these operations, as well as the significance and expected consequences of such processing.

How do I access my processed data?

You need to request the contact details of Hotel Cosmopolitan AD. To receive the information Hotel Cosmopolitan AD should establish your identity in an appropriate manner.

II. Information about your processed data in Hotel Cosmopolitan AD:

The personal data we collect and process from you are:

- Names
- Address
- Telephone

- E-mail
- Requisitions of an identity document
- Images (video surveillance)

The purpose of processing your personal information is:

- Provision of tourist and hotel services.
- Implementation of a legal requirement for the identification, collection and provision of data to state institutions

The reason for processing your personal information is:

- a legal obligation that applies to Cosmopolitan Hotel AD as a data controller.
- for execution of a contract with Cosmopolitan Hotel AD, to which the data subject is a party, or for taking steps at the request of the data subject prior to the conclusion of a contract
- Provided consent to the processing of his or her personal data for one or more specific purposes. In cases where personal data are processed solely on the basis of consent, the data subject has the right to withdraw his / her consent at any time. Withdrawal of consent by the data subject is not applicable in cases where the processing of the data is based on a legal or contractual basis.

The following organizations may receive your personal information:

- Institutions and officials to whom Hotel Cosmopolitan AD is obliged to provide personal data under the applicable legislation eg: court; prosecution service; consequence; Ministry of Interior; Ministry of Tourism; National Revenue Agency; National Insurance Institute; National statistical institute; State Agency for National Security, HEI, etc.);
- Using the conference center for group events and meetings. When visiting Cosmopolitan Hotel as part of a group event or meeting, the information collected for the planning of the meeting and the event will be shared with the organizers of these meetings and events and, where appropriate, with the guests who organize or participate in the meeting or event.
- External suppliers and services for and in the hotel. We may share personal data with third-party vendors who provide services in facilities such as restaurant services, spa and sports services, and more.

Cosmopolitan Hotel will store your personal data no more than the statutory deadlines and processing objectives.

Your rights as a data subject are as follows:

At any time while we store or process your personal information, you have the following rights:

You have the right to request a copy of your personal data Cosmopolitan Hotel AD and right of access at any time to your personal data;

- You have the right to request your personal data from Hotel Cosmopolitan AD in a form convenient for transfer to another data administrator or to ask us to do so without being impeded by our part;
- You have the right to request from Cosmopolitan Hotel AD to correct without undue delay, your inaccurate personal data, as well as data which are not current;
- You have the right to request from Cosmopolitan Hotel AD to delete your personal data without unnecessary delay for any of the following reasons:
 - personal data are no longer needed for the purposes for which they were collected;
 - when you have withdrawn your consent;
 - when you have objected to the processing,
 - when processing is unlawful;
 - where personal data must be erased in order to comply with a legal obligation under EU law or the law of a Member State that applies to us as a data controller;
 - when personal data have been gathered in connection with the provision of information society services.

We may refuse to delete your personal information for the following reasons:

- in the exercise of the right to freedom of expression and the right to information;
- to comply with a legal obligation on our part or to carry out a task in the public interest,
- for reasons of public interest in the field of public health;

- for purposes of archiving in the public interest, for scientific or historical research or for statistical purposes, insofar as erasure is likely to make it impossible or seriously hindering the attainment of the purposes of such processing; or for the establishment, exercise or protection of legal claims.
- You have the right to request from Hotel Cosmopolitan AD to restrict the processing of your personal data, in which case the data will be stored but not processed. Our refusal to restrict will be explicit only in writing, and we are obliged to motivate it for the legitimate reason;
- You have the right to withdraw your consent to the processing of your personal data at any time with a separate request addressed to the administrator;
- You have the right to object to certain types of processing, such as direct marketing (unsolicited advertising messages);
- You have the right to object to automated processing, including profiling (if available);
- You have the right not to be the subject of a decision based solely on automated processing, including profiling;
- If we need to use your personal data for a new purpose that is not covered by this data protection statement, we will provide you with a new data protection notice and when and where necessary we will require your prior consent for the new processing.
- You have the right to submit a complaint directly to the Supervisory Authority for Personal Data Protection, address: Sofia 1592, "Prof. Tzvetan Lazarov "№ 2 (www.cdpd.bg).

Contact details with administrator:

Administrator: Hotel Cosmopolitan AD,

UIC: 201344433

Address: Ruse, 1, Dobri Nemirov Str

E-mail: reception@cosmopolitanhotelbg.com

Phone: 082805050

Website: www.cosmopolitanhotelbg.com

Data Protection Officer: Hristina Mitkova Dakova

E-mail: h.dakova@cosmopolitanhotelbg.com

Telephone: +359884200887

Contact details with supervisor:

Supervisory Authority: Personal Data Protection Commission

Address: Sofia 1592, "Prof. 2 Tsvetan Lazarov

Phone: 02 / 91-53-518

E-mail: kzld@cpdp.bg

Website: www.cdpd.bg

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