

PRIVACY NOTICE

General provisions

Rosecho Villa Ingatlanhasznosító Kft (registered office: 1031 Budapest, Péter u. 4., company registration number: 01-09-334764, hereinafter: Data Controller), as the operator of Villa My Garden, ensures in all cases the lawfulness and purposefulness of the processing of personal data it handles. The purpose of this notice is to provide our guests who make a reservation and provide their personal data with adequate information before booking or providing their personal data regarding the conditions and safeguards under which our company processes their personal data, and for how long. Our company adheres to the provisions set out in this notice in all cases involving personal data processing, and we consider them binding upon ourselves.

We reserve the right to amend the content of this unilateral declaration; in such case, we will inform the affected persons in advance. If you have any questions regarding the contents of this notice, please send us a letter or email. The data processing activities of our company are based on voluntary consent, and in some cases, data processing is necessary for taking steps prior to entering into a contract at the request of the data subject.

Our data processing practices comply with the applicable legislation, in particular the following:

- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter: “GDPR”), as well as Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information (Infotv.).

Controller’s details and contact information are as follows:

- Name: Rosecho Villa Ingatlanhasznosító Kft.
- Registered office: 1031 Budapest, Péter u. 4.
- Mailing address: 8600 Siófok, Erkel Ferenc u. 49. (Hotel Residence)
- Company registration number: 01-09-334764
- Tax number: 26606929-2-41
- Tel: +36 30 1234 231
- E-mail: info@villamygarden.hu
- Representative of the Data Controller: Péter Zentai, Managing Director

Controller’s details and contact information are as follows:

- Name: NetHotelBooking Kft

- Role: online booking system
- Registered office: 8200 Veszprém, Boksza tér 1/A
- Mailing address: 8200 Veszprém, Ádám Iván u. 1.
- Tax number: 22710776-2-19
- Phone number: +36 30 650 0055
- E-mail address: szilagyi.zsuzsa@resnweb.com
- Website: resnweb.com
- The Data Processor processes and stores personal data based on a written agreement concluded with the Data Controller.

Controller's details and contact information are as follows:

- Name: MT-HostWare Számítástechnikai Kft
- Tasks: hotel PMS system
- Registered office: 1149 Budapest, Róna utca 120.
- Mailing address: 1149 Budapest, Róna utca 120.
- Tax number: 10426917-2-42
- Phone number: +36 1 469 9000
- E-mail address: hostware@hostware.hu
- The Data Processor stores personal data based on a written agreement concluded with the Data Controller.

Data Processor's details and contact information are as follows:

- Name: Hilaris Hotel Management Kft
- Activities: sales, marketing, communication, consulting
- Registered office: 1031 Budapest, Péter utca 4.
- Mailing address: 1031 Budapest, Péter utca 4.
- Tax number: 32237557-2-41
- Phone number: +36 30 438 4679
- Email address: hello@hilarishotels.hu
- Website: hilarishotels.hu
- The Data Processor stores personal data based on a written agreement concluded with the Data Controller.

The data processor's details and contact information are as follows:

- Name: ICT Megoldások Limited Liability Company
- Activities: IT services / Information technology consulting and operation of computer equipment and systems
- Registered office: 1119 Budapest, Nándorfejérvári út 42–44.
- Mailing address: 1119 Budapest, Nándorfejérvári út 42–44.
- Tax number: 25013322-2-43

- Phone number: 0620 933 2866
- Email address: info@ict.hu
- Website: Ict Megoldások
- The Data Processor, based on a written contract concluded with the Data Controller, stores personal data. The Data Processor is not authorized to access or view the personal data.

The data processor's details and contact information are as follows:

- Name: Mill-Co. Bt.
- Activities: accounting and payroll processing
- Registered office: 1158 Budapest, Jolán utca 18
- Mailing address: 1158 Budapest, Jolán utca 18
- Tax number: 28715188-2-42
- Phone number: +3630 201 7668
- Email address: konyveles@millco.hu
- Website: N/A
- The Data Processor, based on a written contract concluded with the Data Controller, stores personal data.

Definitions:

- In our policy, the explanations of data protection terms are as follows:
- **Data subject:** any natural person who is identified or identifiable based on any information.
- **Identifiable natural person:** a natural person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- **Personal data:** any information relating to the data subject.
- **Consent:** a freely given, specific, informed and unambiguous indication of the data subject's wishes by which the data subject, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to them.
- **Objection:** a statement by the data subject by which they object to the processing of their personal data and request the termination of such processing and/or the deletion of the data being processed.
- **Data controller:** a natural or legal person, or an organization without legal personality, who or which – within the framework defined by law or a binding legal act of the European Union – alone or jointly with others determines the purposes of data processing, makes and implements decisions regarding data processing (including the means used), or has them implemented by the data processor.

- **Data processing:** regardless of the procedure used, any operation or set of operations performed on data, in particular collection, recording, storage, alteration, use, retrieval, transmission, disclosure, alignment or combination, restriction, erasure and destruction, as well as preventing further use of the data, taking photographs, audio or video recordings, and recording physical characteristics suitable for identifying a person.
- **Data transmission:** making data accessible to a specified third party.
- **Disclosure:** making data accessible to anyone.
- **Data erasure:** rendering data unrecognizable in such a way that it can no longer be restored.
- **Data marking:** attaching an identification label to data for the purpose of distinguishing it.
- **Data restriction:** attaching an identification label to data in order to limit its further processing permanently or for a specified period.
- **Data destruction:** the complete physical destruction of the data medium containing the data.
- **Data processing:** the set of data processing operations carried out by a data processor acting on behalf of or under the instructions of the data controller.
- **Data processor:** a natural or legal person, or an organization without legal personality, who or which, based on a contract – including a contract concluded pursuant to legal regulations – performs data processing.
- **Data set:** the totality of data managed in a single register.
- **Third party:** a natural or legal person, or an organization without legal personality, who or which is not the data subject, the data controller, the data processor, or persons who, under the direct control of the data controller or data processor, are authorized to process personal data.

Principles relating to the processing of personal data:

1. **Lawfulness, fairness and transparency:** personal data must be collected and processed lawfully and fairly, and in a transparent manner for the data subject [Infotv. Section 4 (1)].
2. **Purpose limitation:** personal data may only be processed for specified, explicit and legitimate purposes [Infotv. Section 4 (1)].
3. **Data minimisation:** only personal data that is adequate, relevant and necessary for the purposes of the processing may be handled [Infotv. Section 4 (2)].
4. **Accuracy (data quality principle):** in addition to fairness and lawfulness, the controller is obliged to ensure that personal data are accurate, complete and up to date [Infotv. Section 4 (2)].
5. **Storage limitation:** personal data must be erased when the purpose of the processing has ceased to exist [Infotv. Section 17 (2)].
6. **Integrity and confidentiality:** personal data may only be processed – except in the case of mandatory data processing – on the basis of consent or other legal grounds specified in Section 6 of Infotv. [Infotv. Sections 5–6, 14–21].

7. **Accountability:** the data controller is responsible for compliance with the above principles and must be able to demonstrate such compliance

Data security measures:

The Data Controller and the Data Processor shall take all necessary technical and organisational measures to ensure an appropriate level of security of the processed personal data, in order to prevent any potential data protection incident (e.g. damage to or loss of files containing personal data, or unauthorised access to such data). In the event of an incident, a record shall be kept for the purpose of monitoring the necessary measures and informing the data subject. This record shall include the scope of personal data affected, the number and categories of data subjects affected, the time of the data protection incident, its circumstances and effects, the measures taken to remedy it, as well as any other data required by applicable legislation governing data processing.

Regarding our individual data processing activities, we provide the following information:

Data processing related to services:

At the Villa My Garden operated by the Data Controller (8621 Zamárdi, Vécsey Károly utca 16), our guests may use accommodation services, restaurant services, and other related services (such as spa use, sauna services, etc.).

Purpose of data processing:

carrying out administration related to services, invoicing, and handling individual requests.

Legal basis of data processing:

contractual basis and compliance with the legal obligations of the data controller.

Scope of personal data processed:

salutation; first and last name; address (country, postal code, city, street, house number); phone number; email address; in the case of companies, company name and registered office; bank card number; data contained in identification documents; vehicle registration number.

Retention period:

seven years from the issuance of the invoice.

Duration of data processing for compliance with immigration law / law enforcement regulations:

three years from the guest's departure.

Duration of data processing for maintaining contact with the guest and ensuring quality service:

two years following the last day of the stay.

Possible consequences of failure to provide data:

no contract for services will be concluded.

Data processing related to quotation requests

Our company provides the possibility for guests to request a quotation electronically. The quotation is provided via an automated system, taking available capacity into account.

Purpose of data processing:

preliminary information regarding the accommodation's prices.

Legal basis of data processing:

prior consent of the person making the reservation, as well as data necessary for taking steps prior to the conclusion of a contract at the request of the data subject.

Scope of personal data processed:

1. salutation;
2. first and last name;
3. phone number;
4. email address;
5. number of guests.

Duration of data processing:

two years following the last day of the stay specified in the reservation.

Possible consequences of failure to provide data:

the accommodation is unable to provide a quotation.

Newsletter subscription-related data processing:

Our company maintains contact with guests via newsletters, through which we draw attention to its services and provide information about news and promotions related to its operations.

Data controller:

Rosecho Villa Ingatlanhasznosító Kft. (registered office: 1031 Budapest, Péter utca 4.), and Hilaris Hotel Management Kft. as data processor.

Purpose of data processing:

communication with potential guests.

Legal basis of data processing:

consent of the data subject.

Scope of personal data processed:

name, email address.

Duration of data processing:

our company processes the name and email address until the user unsubscribes from the newsletter.

Possible consequences of failure to provide data: the data subject will not receive newsletters from our company.

The newsletter can be unsubscribed from at any time via the link included in the newsletter, or by sending an email to info@villamygarden.hu The email address will be deleted from our database immediately (in case of online unsubscription, immediately; in case of email request, within 2 working days).

Personal data processing related to satisfaction surveys:

As an accommodation, our aim is to provide our guests with a high level of service; therefore, we continuously request feedback from guests about their experiences during their stay at our accommodation.

Data controller:

Rosecho Villa Ingatlanhasznosító Kft. (registered office: 1031 Budapest, Péter utca 4.), and Hilaris Hotel Management Kft. as data processor.

Purpose of data processing:

requesting feedback from the guests in order to further develop and improve our services.

Legal basis of data processing:

personal consent

Specification of legitimate interest:

our company has a legitimate interest in obtaining information from feedback in order to further develop and improve our services.

Scope of personal data processed:

1. name,
2. gender,
3. email address.

Duration of data processing:

two years following the last day of the stay specified in the reservation.

Possible consequences of failure to provide data:

the data subject will not receive a satisfaction survey questionnaire from our company.

Cookie management:

For the purpose of providing personalised service, the Data Controller places a small data package, so-called cookies, on the user's computer and reads them back during subsequent visits. If the browser returns a previously stored cookie, the service provider managing the cookie is able to link the user's current visit with previous ones, but exclusively in relation to its own content.

Purpose of data processing:

identification of users, tracking, distinguishing users from each other, identifying the user's current session, storing data provided during the session, preventing data loss, web analytics measurements, and personalised service.

Legal basis of data processing:

consent of the data subject.

Scope of data processed:

identification number, date, time, and previously visited page.

Duration of data processing:

maximum 90 days.

Additional information regarding data processing:

Cookies can be deleted by the user from their own computer, and their use can also be disabled in the browser settings. Cookie management is usually available in the browser under the Tools/Settings menu, within the Privacy/History/Custom settings section, under the name cookie or tracking.

Possible consequences of failure to provide data:

inability to use the service.

Website server logging:

When visiting the website nethotelbooking.net, the web server automatically logs the user's activity.

Purpose of data processing:

during the use of the website, the service provider records visitor data in order to monitor the operation of the services and prevent misuse.

Legal basis of data processing:

legitimate interest in the secure operation of the website.

Types of personal data processed:

identification number, date, time, and the address of the visited page.

Duration of data processing:

maximum 90 days.

Additional information:

Our company does not combine the data arising from the analysis of log files with other information, and does not seek to identify the user. The addresses of visited pages, as well as date and time data, are not sufficient on their own to identify the data subject; however, when combined with other data (e.g. data provided during registration), they may be suitable for drawing conclusions about the user.

External service providers' logging-related data processing:

The HTML code of the portal contains references to external servers that are independent of our company, as well as links pointing to external servers. The external service provider's server communicates directly with the user's computer. We inform our visitors that, due to this direct connection to their servers and direct communication with the user's browser, these service providers may collect user data (e.g. IP address, browser and operating system data, mouse movement, the address of visited pages, and the time of the visit). The IP address is a numerical sequence that uniquely identifies computers or mobile devices used to access the internet.

Using IP addresses, the geographical location of the visitor's device may also be determined. The addresses of visited pages, as well as date and time data, are not sufficient on their own to identify the data subject; however, when combined with other data (e.g. data provided during registration), they may be suitable for drawing conclusions about the user.

Other data processing activities:**Photo taking:****Purpose of data processing:**

the accommodation may take photographs during various events, in such a way that participants are either not shown or their faces are not visible in the photos.

Legal basis of data processing:

personal consent.

Scope of personal data processed:

photographs (non-identifiable and/or with faces obscured).

Information on camera usage: <https://villamygarden.hu/adatkezeles>

We provide information on any data processing not listed in this notice at the time of data collection. We inform our customers that certain authorities, public bodies, and courts may contact our company for the purpose of requesting personal data. Our company will only disclose personal data to these bodies – provided that the requesting authority specifies the exact purpose and scope of the data – to the extent strictly necessary to fulfil the purpose of the request, and only if required by law.

Method of storing personal data, data security:

Our company's IT systems and other data storage locations are located at its registered office and on servers rented by the data processor. Our company selects and operates the IT tools used for processing personal data during the provision of services in such a way that the processed data is:

- a) accessible to authorised persons (availability);
- b) its authenticity and authentication are ensured (data processing authenticity);
- c) its integrity can be verified (data integrity);
- d) protected against unauthorised access (confidentiality of data).

We pay particular attention to data security and implement the technical and organisational measures, as well as establish procedural rules necessary to enforce GDPR guarantees. We protect the data with appropriate measures, in particular against unauthorised access, alteration, transmission, disclosure, deletion or destruction, as well as accidental loss, damage, and inaccessibility resulting from changes in the applied technology.

Our company and its partners' IT systems and networks are protected against computer-assisted fraud, computer viruses, hacking attempts, and denial-of-service attacks. The operator ensures security through both server-level and application-level protection procedures. Daily data backups are performed. To avoid data protection incidents, our company takes all possible measures; in the event of such an incident, we act immediately in accordance with our incident management policy to minimise risks and mitigate damages.

Rights of data subjects, legal remedies:

The data subject may request information regarding the processing of their personal data, as well as request the rectification, deletion, or withdrawal of their personal data – except in the case of mandatory data processing – and may exercise their right to data portability and

objection in the manner indicated at the time of data collection or via the data controller's contact details above. Upon request, we provide the information electronically without delay, but no later than within 30 days, in accordance with our relevant policy. Requests to exercise the rights of data subjects are fulfilled free of charge.

Right to information:

Our company takes appropriate measures to ensure that all information relating to the processing of personal data is provided to data subjects in a concise, transparent, understandable and easily accessible form, using clear and plain language, while remaining precise.

The right to information may be exercised in writing via the contact details provided in point 1.

Upon request – after verifying the identity of the data subject – information may also be provided orally. We inform our clients that if our employees have any doubt regarding the identity of the data subject, we may request additional information necessary to confirm their identity.

Right of access by the data subject:

The data subject has the right to obtain confirmation from the data controller as to whether or not personal data concerning them are being processed. Where such processing is taking place, the data subject has the right to access the personal data and the following information:

- the purposes of the processing;
- the categories of personal data concerned;
- the recipients or categories of recipients to whom the personal data have been or will be disclosed, including in particular recipients in third countries (outside the European Union) or international organisations; the envisaged period for which the personal data will be stored;
- the right to rectification, erasure or restriction of processing, and the right to object;
- the right to lodge a complaint with a supervisory authority;
- information about the sources of the data;
- the existence of automated decision-making, including profiling, as well as meaningful information about the logic involved and the significance and envisaged consequences of such processing for the data subject.

In addition to the above, where personal data are transferred to a third country or an international organisation, the data subject has the right to be informed of the appropriate safeguards relating to the transfer.

Right to rectification:

Under this right, anyone may request the correction of inaccurate personal data processed by our company concerning them, as well as the completion of incomplete data.

Right to erasure:

The data subject has the right to request the erasure of personal data concerning them without undue delay where one of the following grounds applies:

- a) the personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- b) the data subject withdraws consent on which the processing is based, and there is no other legal ground for the processing;
- c) the data subject objects to the processing and there are no overriding legitimate grounds for the processing;
- d) unlawful processing of personal data is established;
- e) the personal data must be erased in order to comply with a legal obligation under Union or Member State law applicable to the controller;
- f) the personal data were collected in relation to the offer of information society services.

Erasure of data cannot be requested if the processing is necessary for the following purposes:

- a) exercising the right to freedom of expression and information;
- b) compliance with a legal obligation under Union or Member State law applicable to the controller, or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- c) public health purposes, or archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes;
- d) or for the establishment, exercise, or defence of legal claims.

Right to restriction of processing:

Upon the request of the data subject, we restrict data processing in cases specified in Article 18 of the GDPR, namely where:

- a) the data subject contests the accuracy of the personal data; in this case, the restriction applies for a period enabling the verification of the accuracy of the personal data;
- b) the processing is unlawful and the data subject opposes the erasure of the data and instead requests the restriction of its use;
- c) the controller no longer needs the personal data for the purposes of processing, but the data subject requires them for the establishment, exercise, or defence of legal claims; or
- d) the data subject has objected to the processing; in this case, the restriction applies for the period until it is determined whether the legitimate grounds of the controller override those of the data subject.

Where processing is restricted, personal data – apart from storage – may only be processed with the consent of the data subject, or for the establishment, exercise, or defence of legal claims, or for the protection of the rights of another natural or legal person, or for important public interest reasons of the European Union or a Member State. The data subject shall be informed in advance of the lifting of the restriction on processing.

Right to data portability:

The data subject has the right to receive the personal data concerning them that they have provided to the data controller, in a structured, commonly used, machine-readable format, and to transmit those data to another data controller. Our company is able to fulfil such requests in Word or Excel format.

Right to object:

Where personal data are processed for the purposes of direct marketing, the data subject has the right to object at any time to the processing of personal data concerning them for such purposes, including profiling insofar as it is related to direct marketing. In the event of an objection to the processing of personal data for direct marketing purposes, the data shall no longer be processed for such purposes.

Automated decision-making in individual cases, including profiling:

a) The data subject has the right not to be subject to a decision based solely on automated processing – including profiling – which produces legal effects concerning them or similarly significantly affects them. This right does not apply if the processing:

- a) is necessary for entering into, or performance of, a contract between the data subject and the data controller;

b) is authorised by Union or Member State law applicable to the controller, which also lays down suitable measures to safeguard the data subject's rights, freedoms and legitimate interests; or

c) is based on the data subject's explicit consent.

Right of withdrawal:

The data subject has the right to withdraw their consent at any time. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

Procedural rules:

The data controller shall inform the data subject without undue delay, and in any case within one month of receipt of the request, about the measures taken in response to a request under Articles 15–22 of the GDPR. If necessary, taking into account the complexity of the request and the number of requests, this deadline may be extended by an additional two months. The data subject shall be informed of any extension within one month of receipt of the request, together with the reasons for the delay.

Where the data subject submitted the request electronically, the information shall also be provided electronically, unless the data subject requests otherwise.

If the data controller does not take action on the request of the data subject, it shall inform the data subject without delay, and at the latest within one month of receipt of the request, of the reasons for not taking action, as well as of the possibility to lodge a complaint with a supervisory authority and to seek judicial remedy.

The data controller shall inform each recipient to whom the personal data have been disclosed of any rectification, erasure or restriction of processing carried out, unless this proves impossible or involves disproportionate effort. Upon request, the data controller shall inform the data subject about those recipients.

Compensation and damages:

Any person who has suffered material or non-material damage as a result of a breach of the data protection regulation is entitled to compensation from the data controller or the data processor for the damage suffered. The data processor is only liable for damages caused by data processing if it has failed to comply with obligations specifically imposed on data processors by law, or if it has acted contrary to or disregarded the lawful instructions of the data controller.

Where more than one data controller or data processor, or both the data controller and the data processor, are involved in the same processing operation and are responsible for damage

caused by processing, each controller or processor shall be jointly and severally liable for the entire damage.

The data controller or data processor shall be exempt from liability if it proves that it is in no way responsible for the event giving rise to the damage.

Legal remedies:

For requests, questions or comments related to data processing, you may contact us at info@villamygarden.hu via email.

In case of any alleged violation by the Data Controller, a complaint may be filed with the National Authority for Data Protection and Freedom of Information:

National Authority for Data Protection and Freedom of Information

Postal address: 1530 Budapest, P.O. Box 5

Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c

Phone: +36 (1) 391-1400

Fax: +36 (1) 391-1410

Email: ugyfelszolgalat@naih.hu

Website: <https://naih.hu>

In the event of a violation of your data subject rights, you may also bring a claim against the data controller before a court. The proceedings may be initiated, at your choice, before the court having jurisdiction over your place of residence or habitual place of stay.