

Privacy Notice Hestia Luxury Apartments

At Hestia Luxury Apartments we value your privacy and are committed to protecting your personal information. This Privacy Notice outlines how we collect, use, disclose and store your personal data in accordance with the General Data Protection Regulation (GDPR).

1. Data Controller

The data controller responsible for the processing of your personal data is Hestia Luxury Apartments M.I.K.E (registration number Γ.Ε.ΜΗ: 153641801000).

2. Collection of Personal Data

We may collect various types of personal data from you, including but not limited to:

- Contact information (such as name, address, email address and phone number)
- Reservation details (including arrival and departure dates, room references and special requests)
- Payment information (credit card details, bank account information, etc)
- Identification documents (such as passport or ID card details)
- Guest preferences and feedback
- CCTV footage within our premises for security purposes

We collect personal data directly from you when you make a reservation, complete online forms, communicate with us via email or telephone, or use our services.

3. Purpose and Legal Basis for Processing

We process your personal data for the following purposes:

- Managing and fulfilling your reservations and requests
- Communicating with you regarding your stay, including booking confirmations and updates
- Providing personalized services and improving your guest experience
- Processing payments and verifying financial transactions
- Complying with legal obligations, such as tax regulations
- Ensuring security and safety of our guests and premises
- Sending you promotional materials and newsletters (with your consent)

The legal basis for processing your personal data may vary depending on the specific purpose and applicable laws.

4. Disclosure of Personal Data

We may share your personal data with third parties only in the following circumstances:

- Service providers and partners who assist us in delivering our services (e.g. payment processors, IT support, marketing agencies)
- Legal or regulatory authorities when required by law or to protect our rights and interests
- In case of corporate transaction, such as merger or sale, where personal data may be transferred to the new entity

We do not sell, rent or lease your personal data to third parties for marketing purposes.

5. Data retention

We will retain your personal data only for as long as necessary to fulfil the purposes outlined in this Privacy Notice, unless a longer retention period is required or permitted by law. We will securely delete or anonymize your data when it is no longer needed.

6. Your Rights

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

- Right to access: you can request access to the personal data we hold about you
- Right to rectification: You can request corrections or updates to your personal data if it is inaccurate or incomplete.
- Right to erasure: You can request the deletion of your personal data under certain circumstances.
- Right to restrict processing: You can request the restriction of processing of your personal data in certain situations.
- Right to data portability: You can request a copy of your personal data in a commonly used and machine- readable format.
- Right to object: You can object to the processing of your personal data for specific purposes such as direct marketing.
- Right to withdraw consent: If we rely on your consent for processing, you have the right to withdraw your consent at any time.

To exercise your rights or if you have any privacy- related inquiries or complaints, please contact us.