

Privacy Policy

Tia Maria Luxury Chalet and Spa, located in Banya Village, District of Razlog, is managed by the company Tia Maria Limited, UIC:201744146 ("the Company", "We", "Us") which is focused on the provision of tourist accommodation services and management of tourist sites. The Company is also responsible for the website <https://www.luxurychalet-spa.com/> ("Website") and all its contents, having exclusive rights over the published pictures, graphics and contents.

In carrying out our activities, the protection of your data and your privacy are a top priority for us, and therefore we strive to process them in minimization of the data to the necessary minimum and in limiting deadlines for their storage, by applying appropriate technical and organizational measures for their security. We value the privacy of your life and health and the confidentiality of your data.

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1. Personal Data Controller

"*Personal Data Controller*" is a person who alone or jointly with another person determines the purposes for which personal data will be processed (collected, used and stored) on paper or in electronic form.

The Company will act as a controller of your personal data when there is a reason for their processing, for example in connection with your reservation or stay with us; execution of your requests, applications and complaints to us or related to our activity; the performance of contracts with us to which you are party or you are a representative of a party or which are basis of your rights; the implementation of or protection against your claims against the Company; implementation of other legal/legitimate interests of the Company.

In certain cases the Company may process your personal data as joint controller with other controllers.

Contact address: 76 B, Vtora str. Banya Village, Bansko 2770, Bulgaria.

You can contact by email at: tia.maria.eood@gmail.com

The Company has no obligation to appoint a Data Protection Officer, therefore there is no such.

On the occasion of the collection and processing of your personal data, you can refer to the Commission for Protection of Personal Data at the following address: Sofia 1592, 2 Prof. Tsvetan Lazarov Blvd., www.cdpd.bg

2. Types of processed data

For the purposes of our accommodation activity, we process, for example, your full name, personal identification number or date of birth, place of birth, ID document's data, arrival date, departure date, companions, phone number, email (in case of email communication with you).

Please consider that processing of your identification data is mainly because of the statutory obligations of the Company to identify the tourists and to keep records of them.

If the Company only communicates with you, the following data will be processed: your name, your email address, your phone number, your IP address, signature (eventually, in case of written communication).

The general rule is that the types of data process depend of our relations and the purposes the Company is willing to achieve. So, the types of processed data always vary but it's under the Company's control and consideration of lawfulness and minimization.

It is important to inform you that where the Company processes your personal data in connection with the performance of a contract to which you or the legal entity represented by you is a party or in connection to request initiated by your side, there is a separate ground for processing of your personal data. Therefore, we have the right to process the above-mentioned personal data without your explicit written consent to processing.

Company does not collect and use personal data (revealing racial or ethnic origin, religious or philosophical beliefs or trade-union membership, and the processing of genetic data, data about the sex life or sexual orientation of the individual), therefore in the course of communication with the Company, you shall not disclose such data.

Cookies and technical data

Please consider that using the Website, you provide information to the Company which by itself does not have the character of 'personal data' or which can be considered as 'personal data' only in combination with other information or data gathered through the Website. The personal data which the Company eventually will process because of the services provided through the Website are: name (surname and/or family name), email address, phone number, activity in social networks (Facebook, Twitter, You Tube etc.) – minimum value of data but necessary to provide the services you are looking for and to meet your expectations in the best possible way. When you use the Website, the Company will process data about your preference and your interests. All these data are processed to make the Website's performance better and your interaction with it easier. The data may include information about:

- Your browser;
- Information gathered through cookies installed on your device (cookies, pixel tags or other technology);
- Location data or other information provided by you;
- Overall information about your experience with our Website.

The Company and the third parties (sometimes Company's service providers) have many ways to collect all such information, including:

- Through your browser: Generally, most of the websites collect certain types of information such as your IP address, your MAC address, etc.;
- Through the use of cookies: Cookies perform essential functions in the modern web. Perhaps most importantly, authentication cookies are the most common method used by web servers to know whether the user is logged in or not, and which account they are logged in with. Without such a mechanism, the site would not know whether to send a page containing sensitive information, or require the user to authenticate themselves by logging in. The security of an authentication cookie generally depends on the security of the issuing website and the user's web browser, and on whether the cookie data is encrypted. Security vulnerabilities may allow a cookie's data to be read by a hacker, used to gain access to user data, or used to gain access (with the user's credentials) to the website to which the cookie belongs (see cross-site scripting and cross-site request forgery for examples).

The Company's Website is using the following cookies:

- Marketing cookies of third party - Facebook (_fbp): This cookie expires after 1 day. (<https://www.facebook.com/policy.php>)
- Analytical cookies of third party - Google Analytics (_ga): This cookie expires after 2 year. (<https://policies.google.com/privacy>)
- Analytical cookies of third party - Google Analytics (_gid): This cookie expires after 1 day. (<https://policies.google.com/privacy>)

You may opt-out of the use of cookies from the settings of your browser. Please consider that the restriction of the use of cookies may result in problems with the performance of the Website.

3. Way of Processing

The purposes for which we process your personal data are: implementation of contracts; performance of legal obligations; realization of legal/legitimate interests; direct marketing.

In order to achieve these objectives, the Company collects information about you in a variety of ways, whereas most commonly personal data is submitted by you or from public records.

The Company processes your personal data by the application of a number of technical and organizational security measures through various processing operations (including, but not limited by: collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise, data become available, alignment or combination, restriction, deletion or destruction) carried out manually and automatically. The type and the way of performing the specific processing operations depend on the purposes of processing and of the business processes related to these purposes.

The Company guarantees that your personal data will be processed only in accordance with the purposes set out above. In connection with these purposes, your data can be provided/disclosed/transmitted to third parties, acting as controllers of personal data, such as processors or as joint controllers, such as:

- Government and other public authorities;
- Courts, prosecutors' offices;
- technical consultants, lawyers, accountants, auditors, and companies which provide carrying out of specific activity (e.g. IT-support, courier or printing services, etc.).

As pointed above, the security of your data is a priority for us, and therefore the company will not disclose/pass/ provide your information to third parties, which do not have a reasonable right to know data about you.

Your data are processed mainly in the territory of the Republic of Bulgaria and in the framework of the European Union (except the case when you are using the services of Facebook, Instagram and YouTube linked to the Website and provided by independent third parties – with their own Privacy Policies).

4. Your rights

Practices and methodologies for data protection and information security assurance implemented by us set out the parameters of the identified measures which aim to:

- ensure the confidentiality of the information through the application of the system of approved restrictions on access and disclosure of information;
- ensure the integrity of information by protecting against improper modification or deletion of the information;
- ensuring the availability of information through reliable and timely access to the information;
- achieving accountability of information – through the introduction of access control and rights to information systems.

As a subject of personal data under Regulation (EC) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data ("The General Data Protection Regulation"), you have the following rights:

- **the right of access to your data** – upon your request, we will provide you with information about your data that are processed;
- **the right of rectification of your data** – in case you find that certain of your data that we process are no longer up-to-date or are incorrect, or for any other reason, you have a right to request correction of such data that are processed;
- **the right to delete your data (right to be forgotten)** – you have the right to ask for the deletion of the data that we process for you, we will honor your request just in case that for us there is no longer a legal basis to process your data. Accordingly, it is possible to honor your request for deletion also in part;

- ***the right to restrict processing*** – you have the opportunity to exercise this right only when you have contested the accuracy of the processing of your data, such as the restriction of the processing can be only for the period in which we check the accuracy of your data; when the processing is unlawful, but you oppose the deletion of the data; when we no longer need your data for the purposes of the processing, but you as the subject of the personal data require for the establishment, exercise or defense of legal claims; when you objected to the processing a verification if the legitimate interests of the controller have a priority over your interests as the subject of the personal data shall be made;
- ***the right of portability of data*** – you can ask us to transfer all or part of your data that are processed and that you are personally provided us, to you or to another controller in a form suitable for machine reading when the processing of these data is based on your consent or on the performance of the contract and where the processing is carried out by automated means;
- ***the right to object to the automated processing of your data, against profiling and against processing for purposes of direct marketing;***
- ***the right of awareness of security breaches*** – you have the right to be promptly informed of any breach of the security of your data and we will fulfill our obligation in this regard, as we post information on the Website of any such violation, and may send you information via email when you have provided a correct email address;
- ***the right to object to the processing for the purposes of direct marketing*** – you have the right, at any time and for free, to change your marketing preferences and to withdraw a consent for the processing of your personal data for the purposes of direct marketing or to oppose such process;
- ***the right to withdraw your consent for the processing of personal data*** – you have the right, at any time and free of charge, to withdraw already given by you consent to the processing of personal data. We would like you to know that your consent is not the only reason for the processing of your personal data, it is possible to continue to process your personal data and following the withdrawal of your consent if other ground for processing exists.

You can exercise your rights as described by filling out a Form for the exercise of rights under the General Data Processing Regulation, which you can find on the Website, and provide it to our Office with the address listed below, on paper.

In view of the fact that the Company contacts (establishes relationships) with different categories of persons and on various occasions (including on the occasion of your actual and indirect participation in certain events), then the proper examination of the submitted by you application for exercise of rights is directly linked to the exact identification of the circumstances in which the Company had to process your personal data.

In the exercise of your rights as a subject of personal data for the Company arises the necessity to request and process certain personal data for the purpose of establishing and verifying your identity.

Your application for the exercise of rights, will be processed in due course, in the most general case for not more than thirty (30) calendar days.

5. Storage of personal data

The processing of your data is also consistent with the purposes of the processing and regulatory requirements for storage of accounting and tax information. The determination of the storage period of your personal data is directly conditioned by the type of relationship that we have established with you, and on the occasion that we handle the personal information about you.

6. Current version

Latest update of this Policy was 01.07.2019.