

	<b>GUEST PRIVACY POLICY</b>	Page: 1 out of 6
		Update date: 2023
		Issue:

GUEST PRIVACY POLICY


Obligation to Inform

This document (“Guest Privacy Policy”) has been drafted by Polski Holding Hotelowy sp. z o.o. with its registered office in Warsaw (hereinafter referred to as the “Data Controller”, “we”, or “PHH”)

The Policy serves to provide information about the terms and conditions, rules and regulations applicable to the processing of personal data of guests making use of the services provided by the hotels and properties managed by Polski Holding Hotelowy sp. z o.o.

Table of Contents

- 1. Data Controller ..... 2
- 2. Contact with the Data Controller ..... 2
- 3. Legal grounds for and purposes of data processing..... 2
- 4. Processing of sensitive personal data ..... 3
- 5. Source of personal data..... 3
- 6. Personal data recipients and categories of personal data recipients ..... 3
- 7. Data transfer to third countries ..... 4
- 8. Data retention period..... 4
- 9. Your rights ..... 5
- 10. Information on the existence of an obligation to provide data..... 6
- 11. Automated decision-making ..... 6

 <b>POLSKI HOLDING HOTELOWY</b>	<b>GUEST PRIVACY POLICY</b>	Page: 2 out of 6
		Update date: 2023
		Issue:

## 1. Data Controller

Your Data Controller is Polski Holding Hotelowy sp. z o.o. with its registered office at ul. Komitetu Obrony Robotników 39G, 02-148 Warsaw, entered in the National Court Register (KRS) with KRS No. 0000047774, whose registration documentation is held by the District Court for the Capital City of Warsaw in Warsaw, 14<sup>th</sup> Commercial Division of the National Court Register, holding a tax identification (NIP) number: 5222482605, BDO: 000509129, share capital PLN 1,911,499,700.00, belonging to PHH Group.


## 2. Contact with the Data Controller

Any matters regarding the processing of your personal data, including the exercise of your rights, by the Controller may be voiced by contacting the Data Controller by email: [iod@phh.pl](mailto:iod@phh.pl) or by post: Inspektor Ochrony Danych [Data Protection Officer], Polski Holding Hotelowy sp. z o.o., ul. Komitetu Obrony Robotników 39G, 02-148 Warszawa.

## 3. Legal grounds for and purposes of data processing

The processing of your personal data is carried out for at least one of the following purposes:

- a) under Article 6(1)(b) of the GDPR, as necessary for the performance of a contract for hotel services to which you are a party;
- b) under Article 6(1)(a) of the GDPR and Article 9(2)(a) of the GDPR to avoid adverse health effects as a result of an allergic reaction to the food served and to meet special needs in the context of the hotel service provided adapted to the degree of disability;
- c) under Article 6(1)(c) of the GDPR, as necessary to comply with the legal obligation of the Controller, in particular to ensure compliance of the Data Controller's activities with the applicable financial, accounting, tax and statistical legislation, the exercise of rights under the GDPR and consumer rights;
- d) under Article 6(1)(f) of the GDPR, as necessary for the purposes of the legitimate interests pursued by the Data Controller (protection of persons and property, establishment, exercise and defence of possible legal claims, providing commercial information and conducting direct marketing, i.e. sending advertising and promotional offers in a form other than indicated in point (f) below);
- e) under Article 6(1)(f) and Article 9(2)(f) of the GDPR, as necessary for the establishment, exercise or defence of legal claims related to the specific (sensitive) data processed;
- f) on the basis of a separately granted consent and under Article 10(2) of the Act on the provision of services by electronic means of 18 July 2002 (consolidated text, Journal of Laws of 2017, item 1219, as amended) or Article 172 of the Telecommunications Law Act of 16 July 2004 (consolidated text, Journal of Laws of 2017, item 1907, as amended) – for the purpose of transmitting commercial information (sending advertising and promotional offers) electronically or by telephone using terminal equipment.

	<b>GUEST PRIVACY POLICY</b>	<b>Page:</b> <p style="text-align: right;">3 out of 6</p>
		<b>Update date:</b> <p style="text-align: right;">2023</p>
		<b>Issue:</b>

#### 4. Processing of sensitive personal data

Certain categories of personal data are considered sensitive under data protection rules and as such are subject to a higher level of protection and security. According to the legislation, the following categories of personal data are considered sensitive: (1) race or ethnic origin; (2) political opinion; (3) religion or beliefs; (4) trade union membership; (5) sex life or sexual orientation; (6) physical or mental health status or condition; and (7) genetic and biometric data. The Data Controller does not collect and/or process your sensitive data, except when you provide this data yourself, e.g. in relation to your request to customize hotel services according to your needs and preferences, and only when permitted by law.

#### 5. Source of personal data


Data are obtained directly from you or from a person making a reservation on your behalf, family members, your employer, from the franchisor's booking system or by an intermediary in booking a hotel or property, such as hotel booking websites or travel agents.

The data we may process include: first and last name, address, including country of residence, email, phone number, dates and places of use and type of services; for payments for services by credit card: type, card number and expiration date, amount and date of transaction, transaction confirmation number, user's name, sometimes user's signature, user's address; for payments for services by bank transfer: amount and date of transaction, bank account number, account holder's name, health data (if you consented to their processing), VAT number, name of business and its address, image.

#### 6. Personal data recipients and categories of personal data recipients

Your personal data may be transferred to the following recipients:

- a) persons authorized by the Data Controller, employees and associates, members of the Data Controller's bodies who need to have access to personal data in order to perform their duties,
- b) service providers, including those supplying the Data Controller with technical and organizational solutions to manage the Data Controller's organization (in particular, providers of ICT, postal, shipping, legal, accounting, audit, data security and storage services, providers of legal and tax and accounting services, protection of persons and property), on the basis of relevant data processing agreements; supporting the Data Controller;
- c) franchisors.

	<b>GUEST PRIVACY POLICY</b>	<b>Page:</b> 4 out of 6
		<b>Update date:</b> 2023
		<b>Issue:</b>


## 7. Data transfer to third countries

Where your personal data are transferred to a franchisor or a company in the franchisor's group seated in the United States (or any other third country that does not ensure adequate levels of protection) in connection with the central hotel booking system, an audit of the quality of services with which you are provided in hotels and properties conducted by the franchisor, an audit of franchise payments, an assessment of your satisfaction with hotel services, your participation in the franchisor's loyalty program, the Data Controller shall transfer the data using mechanisms that comply with applicable law, e.g. the EU's Standard Contractual Clauses, and applying possible additional safeguards. The transfer of data in accordance with the preceding sentence is necessary for the conclusion and performance of a contract.

## 8. Data retention period

The Data Controller stores your personal data:

- a) for purposes related to the performance of a contract and the provision of services – data will be kept for the duration and performance period of the contract concluded with you for the provision of hotel services,
- b) for the purposes of possible establishment, exercise and defence of legal claims – for the period specified by law for the statute of limitations for a particular type of claim,
- c) for the purposes of performing legal obligations – for the time required by applicable law or until such obligations are fulfilled, not longer than the time during which the Data Controller may suffer the legal consequences of non-fulfilment of the obligation,
- d) for the purpose of protection of persons and property – for a period of 30 days after the end of the stay, unless the video surveillance equipment has recorded an event related to a breach of the security of persons and property, in which case the data retention period may be extended by the time necessary to conclude the proceedings involving the event recorded by the video monitoring,
- e) for the purpose of providing commercial information and conducting direct marketing, i.e. sending advertising and promotional offers – until you withdraw your consent or file an objection, but no longer than for a period of 3 years from the date you provided the data with effect from the end of the calendar year concerned.

	<b>GUEST PRIVACY POLICY</b>	<b>Page:</b> 5 out of 6
		<b>Update date:</b> 2023
		<b>Issue:</b>

## 9. Your rights

a) Information and access to personal data. You can exercise your right to access your data at any time.

b) Rectification and completion of data. You have the right to obtain from the Data Controller without undue delay the rectification of inaccurate personal data concerning you, as well as to request the completion of incomplete personal data.

c) Right to erasure. You have the right to request the Data Controller to immediately delete personal data concerning you in any of the following cases:

- when the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- when the personal data have been unlawfully processed;
- when the personal data have to be erased for compliance with a legal obligation provided for in EU or Polish law.

However, the Data Controller will not be able to delete your personal data to the extent that the processing is necessary (i) to exercise your right to freedom of expression and information, (ii) to comply with a legal obligation requiring processing under EU or Polish law, (iii) to establish, exercise or defend legal claims.

d) Right to restriction of data processing. You have the right to obtain from the Data Controller restriction of processing where:

- you contest the accuracy of the personal data – for a period enabling the Data Controller to verify the accuracy of the personal data;
- the processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead;
- the Data Controller no longer needs the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims.

e) Right to withdraw consent. To the extent your personal data are processed based on your consent, you have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

f) Right to data portability. You have the right to receive from the Data Controller your personal data which you have provided as part of the use of hotel services in a structured, commonly used and machine-readable format. You also have the right to send this personal data to another controller.

g) Right to lodge a complaint. You have the right to lodge a complaint about the processing of personal data by the Data Controller to a supervisory authority, i.e. President of the Personal Data Protection Office (in Poland).

The rights referred to in items a)-g) above can be exercised by contacting the Data Controller.

## 10. Information on the existence of an obligation to provide data

	<b>GUEST PRIVACY POLICY</b>	Page: 6 out of 6
		Update date: 2023
		Issue:

You are required to provide your personal data for the purposes of execution and performance of a contract with PHH and incomplete provision of such data may result in you not receiving all the benefits offered by our chain of hotels and properties.

11. Automated decision-making

The Data Controller does not perform automated decision-making, including profiling, based on the personal data you provided.