

Privacy Policy

Introduction

www.twinhouse-spetses.gr (hereinafter we/us/our) respects your privacy and we are committed to ensuring that your privacy is protected. This privacy statement provides information about the personal information we may collect when you visit www.twinhouse-spetses.gr (hereinafter website) and the ways we might use this personal information. We are committed to ensure that we collect and use information provided to us or information about visitors and clients to our website in accordance with applicable data privacy laws. This policy together with our terms and conditions and any other documents referred to on it sets out the basis on which any personal data we collect from you, or that you provide to us by contacting us will be processed by us.

This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By using our services and visiting our website you are accepting and consenting to the practices described in this policy. For the purpose of the General Data Protection Regulation (2016/679) (the GDPR) the data controller Twin House Hotels, Clock Sq. Spetses 18050 - Greece Tel. +302298074432.

Data protection

A visit to our Website can result in the storage on our server of information about the access (date, time, page accessed). This does not represent any analysis of personal data (e.g., name, address or e-mail address). If personal data are collected, this only occurs – to the extent possible – with the prior consent of the user of the Website. Any forwarding of the data to third parties without the express consent of the user shall not take place. We would like to expressly point out that the transmission of data via the Internet (e.g., by e-mail) can offer security vulnerabilities. It is therefore impossible to safeguard the data completely against access by third parties. We cannot assume any liability for damages arising as a result of such security vulnerabilities. The use by third parties of all published contact details for the purpose of advertising is expressly excluded. We reserve the right to take legal steps in the case of the unsolicited sending of advertising information; e.g., by means of spam mail.

Collection of Information

We only collect personal information that you provided to us voluntarily through our Website.

In detail: We may collect information about your usage of the Website and information about you from the messages you post to the Website and the e-mails or letters you send to us. Specifically, we will collect:

- With regards to each of your visits to our site we will automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and;
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number and;

- We may also collect details of your visit to our website including, but not limited to, the volume of traffic received and the resources accessed. Information that we receive from other sources:
- If and when we work with third parties (including, for example, business partners, sub-contractors, analytics providers, search information providers, credit reference agencies). We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

Use of Information

Any of the information we collect from you may be used to provide you a more personalized shopping experience and to improve our Website. We may use this information to process and deliver your order, for billing purposes, for responding to your requests and for communicating with you about orders. Administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; Improve our site to ensure that content is presented in the most effective manner for you and for your computer; Measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; Make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them;

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our Website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better Website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the Website.

Your Rights

In this Section, we have summarised the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights. Your principal rights under data protection law are:

- the right to access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to object to processing;
- the right to data portability;
- the right to complain to a supervisory authority; and
- the right to withdraw consent.

You have the right of confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the

personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed. In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims. In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest. You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims. You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose. You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest. To the extent that the legal basis for our processing of your personal data is:

- consent; or
- that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract, and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement. To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal. You may exercise any of your rights in relation to your personal data by written notice to us.

Contact us and Notification of Changes

We reserve the right to modify this Privacy Policy at any time. Please note that this Privacy Policy may change from time to time. Any Privacy Policy change will be posted on this page so it is therefore in your own interest to check this page any time you visit our Website so as to be aware of any changes which may occur. If you have any questions about this Privacy Policy, or want to submit a written complaint about how we handle

your personal information, please contact us at <mailto:reservations@twinhouse-spetses.gr>. If you have a concern about the way www.twinhouse-spetses.gr is collecting or using your personal data, you can raise a concern with the Information Commissioner's Office (ICO). Here you can find any information you need in relation to raising a concern. If you make a privacy complaint, we will respond to let you know how your complaint will be handled. We may ask you for further details, consult with other parties and keep records regarding your complaint.

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