

STATEMENT OF PERSONAL DATA TREATMENT

The protection of privacy, personal information and data of all those who visit our website is our priority so that you enjoy all our services with maximum security.

We will explain the nature and manner of processing of the data we handle as well as your rights to it, so that then, if you agree, you declare it so that you can use our services.

Personal information is any information that refers to you individuals who use this website and may lead to the knowledge or verification of your identity. Indicative such information is your name, address, email and phone number, etc.

The processing of personal data is any act or series of operations performed with or without the use of automated means in personal data or in personal data sets such as the collection, registration or organisation of the structure, storage, adaptation, change, retrieval, search for information, use, notification by transmission, dissemination or any other form of disposal, correlation, combination, restriction, deletion or destruction (articles 4 par. 1 & 2 of the General Data Protection Regulation).

The personal data collected does not in any way relate to specific categories of data as they are specified by European and National legislation and specific data relating to racial or ethnic origin, political views, religious or philosophical beliefs or membership in a trade union organisation as well as and genetic, biometric data, data relating to the subject's health or sexual behaviour or sexual orientation. The personal data collected does not relate to criminal convictions, offences or related security measures.

So when you visit our website, necessarily and for the purpose of providing our services only, we collect, process and use some of your personal data. These actions are done only with your consent and within the strict framework of the service we provide. We expressly declare that we comply with the provisions of European and National law regarding the protection of your data and we guarantee that we manage them in the safest and most reliable way in order to minimise any risk of their leakage or destruction.

Competent legal entity responsible legal entity according to the legislation for the protection of personal data is the KOSNTANTINOS FALANGAS, 8, KONDYLAKI STREET RETHYMNON 74132 CRETE GREECE, HOTEL CONSULTANT, under the vat registry number EL077076475. For any question or request please send an email to kostas@kostasfalangas.com

Personal data we collect and process

In addition to the above mentioned personal data such as name, address, email address and telephone number. `During each visit to our website, further data is automatically collected for technical reasons, such as the IP address provided by your internet access provider on your computer to connect to the internet, or information about the website you visited our site, or in relation to the internet browser used by you (technical information). This technical information may, in individual cases, constitute personal data. As a general rule, we use technical data, however, only to the extent necessary for technical reasons, for the operation and protection of our website against attacks and abuse, as well as in a pseudonymous or anonymous form for statistical purposes.

How we use your personal data

We collect, process and use your personal data, especially when you visit our site, during your registration, each time you sign in to an existing client account. We use your personal data always bound by European and National law and this privacy policy. The above actions are performed strictly only for the provision of the services of this website and always with your explicit consent which is given once upon your registration on the website. In many cases, your personal data is used after anonymisation or pseudonymisation to minimise the risk of leakage.

Visit on the site

Logs

When you visit the pages of our site, the following data, as a rule, will be stored for technical reasons in the so-called logs:

The IP address (Internet Protocol address) of the access computer
the website from which you visit us (recommendation)
our websites that you visit
the date and duration of the visit
browser type and browser settings
operating system

The data will be stored as a technical precaution to protect data processing systems against unauthorised access.

Use of cookies

We use the so-called cookies on our websites. Cookies are text files that allow us to make your visit to our website as comfortable as possible. This includes, for example, the default settings for our website presentation or reservations functions, as well as the possibility of a single registration, so that you only need to register on our website once. Cookies contain a clear combination of letters / digits that identifies the browser you are using. These cookies are temporarily stored on your computer and are transmitted only to our server when you visit our website. We mainly use period cookies, which are not stored on your hard drive and are deleted when the browser is closed or after long periods of inactivity. You can view and delete cookies stored on your computer, and control how cookies are generally handled through your web browser settings.

Registration, connection and reservation

When you register and log in or when you make a reservation or when you start making a reservation but do not complete it, we collect, process and use the personal data and information you provide to us within the framework of applicable privacy laws. In this context, we can contact you at the e-mail address that you have already notified us with your registration and always in accordance with the consent you have given us, during registration, offering our services based on the information we received during your previous entries. on the website or when trying to book.

When you are ready to book a room from our website, you are asked to fill in online fields in which there are mandatory and optional information entry fields. The required fields are collected to complete the necessary information for the completion of your reservation, which includes your name, as well as information about the payment method you have chosen.

Transmission of information on our product range and special promotions and other updates

We use your data for information on your booking or which you have attempted to keep from the range of options and for other promotions from our website to the email address provided by you. You can turn off this email feature at any time.

We may also use your information to send information about site promotions and special offers. You can oppose this email feature at any time.

We want you to enjoy reading our emails in order to continuously improve their content, we measure and save the rates of open messages and clicks, i.e. if you open our emails, what is the content of the emails you open, and if and why the emails. Our messages may not have been delivered. We may also use this data for statistical purposes.

Some information announcements that are necessary for the execution of the contract and the operation of the site, for example regarding services (eg confirmation of registration, information from the customer service department) or with services that are subject to

charges (e.g. order confirmation, regarding booking, payment processing) can not be deactivated. These notifications will be sent to the contact details provided by you.

Various

We collect, process and store the personal data and technical information we obtain from your entry on our website, from your own telephone or e-mail or through a contact form a) only within the purpose of the booking and service contract b) to the extent that it is necessary to prevent or prosecute the abuse or other unlawful conduct on our website, c) if we are legally obliged by a government authority such as a formal directive or a court or other decision of the Authorities, as well as d) for the safeguarding of our rights and requirements, as well as for our legal defence.

To whom do we transmit your personal data

We do not transmit your personal data to third parties, except for the obligations under the Legislation and the transmission of information as mentioned below.

Transmission to service providers

In order for the site to work and for your reservations to be completed, we work with various companies such as e.g. central IT services, web hosting companies, banking companies, transport companies to which we transmit the necessary data for the execution of your reservations.

Some of these companies work with us as external data processing partners, and therefore use the data provided only in accordance with our instructions. Therefore, we have entered into agreements with these companies regarding the undertaking of security measures and the monitoring of these measures on a regular basis.

To the above companies cooperating with us, we transmit the absolutely necessary personal data of our customers in order for the service-reservation contract between us to be executed. It goes without saying that this transmission is always done with absolute security and within the framework of the actions envisaged by European and National law. In addition, we have signed agreements with the above third parties to protect your personal data. The following applies specifically to the processing of your data by third parties for the execution of your reservations:

For the payment of goods to the payment service providers that you specify when placing your booking. In case of payment by credit card, it is made through the payment server service provider to the partner Bank that you mention in the Payment Methods of our website. In case of payment via PayPal, it is made and processed by the company PayPal (Europe) S.à.r.l. etCie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg, no. Commercial Register: R.C.S. Luxembourg B 118 349. In case of payment by electronic bank deposit, it is made and processed by the Banking Institution of your choice. During the payment process, we do not record or store payment information in this transaction, such as credit card numbers or other bank or other information. You provide this information directly to your respective payment service provider only.

Data Security

The security of your personal data is a high priority for us. Therefore, we protect your data, which is stored with us through technical and organisational measures to effectively prevent loss or misuse by third parties. In particular, our employees, who process personal data, are committed to maintaining confidentiality. To protect your personal data, it is transmitted in encrypted form.

Duration of data storage

Your personal data is stored only for the period required in order to fulfil the purpose for which we collected it as stated above. From the moment you choose to delete your account on this website, your data upon your request will be deleted within a reasonable period and

in any case within three (3) months. Your bank details that may be requested are managed by the banking service provider and are held by us only for as long as necessary for the information or transaction. The data collected through the use of cookies are kept for 12 months from the moment you give your consent when you enter our website for the use of cookies.

Your rights

The security of your personal data is a top priority for us and for this purpose we apply the most advanced security systems and procedures for their protection and for the full and unhindered exercise of your legal rights. As part of your constant and immediate service from us, we make sure that if you wish you are informed about your personal data stored within our system, as well as to request their correction or deletion. The quickest and easiest way to do this is to log in to your client account and immediately either edit the data stored there or delete your account altogether. In the latter case your data is not destroyed but remains locked for the absolutely necessary period of time set by our institutional, contractual or legal obligations.

In this case, at your request, your personal data will be deleted.

In any case and if you wish, you are given the opportunity to receive the data that concern you and which you have provided in a structured, commonly used and machine-readable format, as long as your request does not adversely affect the rights and freedoms of other persons. From our side we are committed to provide you with your data as soon as possible, asking for your understanding if it takes a short time to collect it.

Consent, right of objection

Summarising the above by logging in to our site and in order to complete your tour and make a reservation you must consent either each time you enter or once by registering as a customer: a) in the collection, processing, storage and transmission of personal your data for the performance of the service you want b) in the processing of your preferences and reservations for the creation of your consumer profile c) in the sending of informative and advertising messages through electronic or simple mail. d) the use of cookies as described in detail above e) the transmission of personal data to third parties as described in detail above.

The above express consent may be revoked at any time. Please understand if applying for your objection / revocation of consent may take some time for technical reasons and in the meantime continue to receive notifications from us.

For the purposes of revoking your consent or objection, a simple notification is sufficient. For this purpose, you can use our contact details (paragraph 1) at no charge, except for your provider's connection costs. (έσβησα την επόμενη πρόταση)

Social Networking Button

We offer you the so-called social plugins of various social networks on our website.

To protect your privacy, we use a technical solution for the integration of social plugins that prevents data (e.g. IP address) from being transmitted to social networks such as Facebook, as soon as our website opens. Only when social plugins are clicked for the first time, then they are activated. This results in your web browser retrieving plugins from the servers and presenting them as part of our website. In this combination, information (e.g. IP address) is transmitted to social networks such as Facebook. If you are a member of a social network and you click on the relevant social plugin, the social network provider may be able to link your site visit information to your network profile data. Therefore, please contact the social media operators you use for information about these features. You can find detailed information about the operation of social networks directly on these social networks.

Learn about individual browser settings for how you manage cookies and web beacons. You can get this information from your browser builder. In addition, third-party providers offer so-called browser extensions and plugins with which you can configure how your browser handles cookies and personal information.

By selecting the above social networking buttons, you also provide your consent for all of the above.

Redirecting (visits) to other companies' websites

An existing website may contain links to other companies' websites. We are not responsible for the data protection measures for external websites that you may access through these links. Please be aware of the protection of your data on these external websites.

Modifications to this Personal Data Protection information

We always want to present our customers with attractive service offers and therefore, to constantly adapt the range of our services to the wishes of our customers. Therefore, it may be necessary to update and modify this data protection update. We therefore recommend that you keep up to date with any changes to this page on a regular basis.

To the extent that such modifications may affect your consent, we will inform you of this separately.