



STATEMENT ON THE PROCESSING OF PERSONAL DATA RELATING TO WEBSITE SERVICES

In accordance with Article 13 of the EU's General Data Protection Regulation (GDPR) 2016/679 of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and which replaces the Data Protection Directive 95/46/EC

Dear <https://www.hotel-luganodante.com> website user,

Thank you for visiting our website. We would like to take this opportunity to inform you about the purposes and methods used in processing your personal data collected as you browse our website.

Ownership, purpose and type of data processed

Hotel Lugano Dante Center, owner of the website in question and controller of personal data, would like to inform you that when you **browse** our website, for whatever reason, some of your personal data, typically referred to as **browsing data**, will be processed. Our computer systems may acquire certain kinds of personal data as part of standard operations. The transmission of this data is an implicit feature of internet communication protocols. The types of information collected include the IP address and domain names of the devices used by data subjects to connect to the website, Uniform Resource Identifiers (URIs) or Uniform Resource Locators (URLs), the time of the request, the method used to submit the request to the server, the size of the file returned, a numerical code indicating the response status provided by the server (successfully completed, error, etc.) and other features about the user's operating system and computer environment.

As regards **cookies**, **technical cookies** are used strictly to enable the browsing and use of our website.

We process browsing data and cookies **solely to gather anonymous statistics** on how our website is used and to check that it is functioning properly. This information is deleted immediately after processing. Data may be used to determine responsibility in the event computer crimes have been committed affecting the website.

If you decide to provide us with your personal data voluntarily through our website to benefit from our newsletter services, please refer to the specific statement on the processing of this data. This statement is available on our website.

Legal basis for data processing

Browsing data must be processed for users to enjoy the full use of our website.



Main data processing methods

We collect and process browsing data strictly for the stated purposes.

Based on an assessment of the risks and, where applicable, any impact on personal data protection that could compromise the confidentiality, availability and integrity of the information processed, we plan and take appropriate technical and organizational measures to minimize these risks. We also do this to guarantee the resilience of processing systems for the more general interest of ensuring service continuity.

Disclosure and dissemination of processed data

Browsing data and cookies are not disseminated and only disclosed to IT service providers for the purposes strictly related to the availability, technical maintenance and development of our website.

The IT infrastructure and related IT services that support the website are located in Switzerland.

Third-party processors

For the purposes mentioned above, we may call on third parties in the processing of your personal data, such as:

1. technical support providers for IT systems.

We ensure that these third parties (referred to as Data Processors) process your personal data exclusively within the scope of providing their services, strictly for the purposes defined above and in compliance with the appropriate technical and organizational measures taken to protect data.

Information on and exercise of rights of the data subject

We would like to inform you of the rights granted to you as a data subject under the GDPR. These rights are set out in Article 13 of the GDPR and include:

1. the right of the data subject to request from the Data Controller access to their personal data;
2. the right of the data subject to request from the Data Controller the rectification or erasure of their personal data or restriction of processing;
3. the right of the data subject to object to processing of their personal data;
4. the right of the data subject to data portability;
5. the right of the data subject to file a complaint with a supervisory authority.



Retention period for personal data and benchmarks

We retain the personal data processed strictly for the time required to ensure the technical aspects of website navigability.

Contacts

The Data Controller of your personal data is Hotel Lugano Dante Center, whose head office is located at Piazza Cioccaro 5, 6900 Lugano, Switzerland. If you have any questions about the processing of your personal data or to exercise your rights set out in Article 13 of the GDPR, please contact us at the following email address: privacy@hotel-luganodante.com.

Hotel Lugano Dante Center SA