



STATEMENT ON THE PROCESSING OF PERSONAL DATA RELATING TO HOTEL ACCOMMODATION 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 Customer,

Thank you for using our services and for the trust you have placed in us. We place the same care and attention into protecting your personal data and the data of any individuals acting on your behalf as we do to meeting your requirements.

As such, Hotel Lugano Dante Center would like to inform you about the purposes and methods used in processing your personal data in compliance with GDPR.

Ownership, purpose and type of data processed

We process your personal data exclusively for the following purposes:

1. contractual purposes, concerning the establishment and management of the contractual relationship;
2. administrative purposes, concerning the establishment and management of administrative reports under the existing contractual relationship and related legal obligations;
3. marketing and promotional communication;
4. configuration of hotel accommodation services.

Main data processing methods

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

Data may be processed in printed or electronic formats.

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.

Legal basis for data processing

Processing of personal data for contractual and administrative purposes is required to establish and manage the contractual relationship and comply with related legal obligations.

Furthermore, to enhance the future stay of our guests, we request consent to authorize the Hotel to process information about guest preferences. These preferences may include specific information such as food intolerances, that can enable Hotel Lugano Dante Center to provide more personalized services. This data is processed using automated electronic tools (e.g. My Page).



Refusal to consent to data processing means that the contractual relationship cannot be established and maintained, and therefore that the service cannot be provided.

The processing of personal data for the purposes of marketing and promotional communication is optional and requires your consent. Refusal to consent does not adversely affect the service provided. Please refer to the specific statement on the processing of this data. This statement is available on our website.

Disclosure and dissemination of processed data

We do not disseminate or disclose your personal data to third parties for reasons other than those listed above. Data is processed exclusively within Switzerland.

Third-party processors

For the purposes mentioned above, we may call on third parties (“Data Processors”) in the processing of your data, such as:

1. providers of administrative services, such as accounting services;
2. technical support providers for IT systems;
3. SAAS providers.

We ensure that these third parties 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

Hotel Lugano Dante Center retains the personal data processed in line with the following criteria:

1. any applicable requirements related to the duration of the existing contractual relationship;
2. administrative and tax requirements stipulated in applicable regulations.

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