

INFORMATION ON PROCESSING AND PROTECTION OF PERSONAL DATA

With effect from 25 May 2018, the processing of your personal data is subject to Regulation (EU) 2016/679 of the European Parliament and of the Council 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 repealing Directive 95/46/EC (General Data Protection Regulation), the so-called GDPR. In this context, we provide you with the following information about the processing and protection of your personal data.

I. Data controller

The data controller of your personal data is Ritchie's H&H, s.r.o., with registered office at Karlova 167/9, Prague 1, 110 00, ID No. 24846937, VAT No. CZ24846937, registered in the Commercial Register of the Municipal Court in Prague, Section C, Insert 179914 (hereinafter referred to as the Controller), which is the operator of Hotel Karlova Prague and Historic Centre Apartments Prague (hereinafter referred to as the Hotel).

II. What personal data we process

The personal data we process about you, the scope of which varies according to the type and scope of the services provided, includes your:

- name and surname, title
- date of birth
- nationality
- residential address
- travel document number
- visa number, if indicated on the travel document
- period of stay
- purpose of stay in the Czech Republic
- e-mail
- telephone number
- type, number and expiry date of the credit card
- record from the CCTV systém

Other data if necessary in connection with the provision of services by the Controller.

We obtain personal data directly from you or from your accommodation providers when concluding the accommodation reservation contract or accommodation contract and during the course of our contractual relationship. The provision of your personal data is voluntary. If you choose not to provide us with your personal data, it will not be possible to conclude the accommodation reservation contract or accommodation contract. No automated decision-making is involved in the processing of your personal data.

In order to ensure the security and confidentiality of your personal data, which is extremely important to us, we use technical and organisational measures, in

particular to protect against unauthorised access to and misuse of personal data, including ensuring the security of our IT systems. We regularly evaluate and update all measures.

III. Purpose of processing and legal basis for processing personal data

We process your personal data for the following purposes:

Providing services on the basis of a concluded contract for booking accommodation or a contract for accommodation in the Hotel, i.e. in particular for the purposes of concluding the contract, managing our contractual relationship and communicating with you.

The legal basis that allows us to process your personal data in this case is due to the fact that the processing of your personal data is necessary for the purposes of concluding or performing a contract with you.

the fulfilment of our legal obligations, i.e. in particular for the purposes of keeping the house register and notifying the accommodation of a foreigner within the meaning of the legislation governing the residence of foreigners in the Czech Republic.

The legal basis that allows us to process your personal data in this case is due to the fact that the processing of your personal data is necessary for the fulfilment of a legal obligation that applies to us as a data controller.

to protect our legitimate interests, i.e. in particular for the purposes of assessing, exercising and enforcing our legal claims, protecting the rights, property or safety of us, our clients or other persons.

In this case, the legal basis that allows us to process your personal data is due to the fact that the processing of your personal data is necessary for the purposes of our legitimate interests as a data controller.

Marketing and sending you marketing communications and commercial offers that we believe may be of interest to you, to improve our services where you have provided your consent to direct marketing.

The legal basis that allows us to process your personal data in this case is due to the fact that you have given us your revocable consent to process your personal data for this purpose at any time.

IV. Recipients to whom we may disclose your personal data

We use the professional and specialized services of other entities, such as catering service providers, IT services, accountants, auditors and others who provide their services to us, to ensure the proper operation of the Hotel, to provide services and to fulfill our contractual obligations. If these entities process your personal data provided to them by the Controller, they have the status of data processors and process it only under our instructions and cannot use it otherwise. We carefully select each such entity and enter into a personal data processing agreement with each of them, which sets out such entity's strict obligations as a processor to protect and secure personal data.

V. The period for which we will process your personal data

We only retain your personal data for as long as any of the above-mentioned processing purposes continue, i.e. in particular for the duration of the contract and for the duration of your consent to the processing of your personal data. Subsequently, after the termination of your contract or the withdrawal of your consent, we will only retain your personal data for the period and under the conditions required by law in accordance with the general limitation, archiving and shredding periods.

VI. Your rights related to the processing of your personal data

In connection with the processing of your personal data, you have:

- The right to brief, clear, transparent and comprehensible information about how we handle your personal data and what your rights are in relation to the processing of your personal data (this document is also used for this purpose)
- The right of access to personal data, including the right to obtain confirmation of whether or not we are processing your personal data and the right to request information about what personal data we are processing
- The right to rectification of inaccurate and incomplete personal data
- The right to have your personal data erased ("right to be forgotten") if:
 - Your personal data is no longer necessary for the purposes for which it was collected or processed;
 - you have withdrawn your consent to the processing of your personal data;
 - you have objected to the processing of your personal data and our legitimate interest in the further processing of your personal data does not prevail in that case; or you have objected to the processing

Your personal data for direct marketing purposes;

- your personal data has been unlawfully processed;
- Your personal data must be erased in accordance with the law.

the right to restrict the processing of your personal data if:

- You contest the accuracy of your personal data, for a period of time until we verify its accuracy;
- the processing of your personal data is unlawful and you request only the restriction of the use of your personal data instead of its deletion;
- we no longer need your personal data but you require it to pursue your legal claims;
- you have objected to the processing of your personal data until we have verified that our legitimate interests outweigh your interests.

the right to data portability, including your right to receive your personal data and your right to decide to transfer it to another service provider

(to another data controller)

the right to object to the processing of your personal data where we process it for the purposes of protecting our legitimate interests or for direct marketing purposes

the right to lodge a complaint with the supervisory authority, which is the Office for Personal Data Protection, Pplk. Sochora 27, 170 00 Prague 7;
www.uoou.cz

If you have any questions or comments about the processing of your personal

data or wish to exercise your rights set out in point VI., you may do so in writing to the Administrator, i.e. Ritchie's H&H, s.r.o., Karlova 9, Prague 1, 110 00, or electronically at the following e-mail address: info@hcap.cz