



Privacy policy

Pearl Beach Hotel

Our Hotel complies with the European Union General Data Protection Regulation (GDPR 679/16). This Privacy Policy applies to Personal Data collected by the Hotel and in connection with the use of the Hotel's website.

Which Personal Data do we collect?

Our Hotel collects, either directly from you or through our partner agencies, personal data information which includes, but is not limited to, the full name, date of birth, postal address, email address, telephone number, gender, credit card information, passport information, booking information, and other information which you provide either due to statutory provisions and requirements or voluntarily. Depending on the booking mechanism, Personal Data is collected in the following ways:

- through email
- from the booking forms received via email
- from the registration forms filled in at the Hotel premises

Cookies

You can change your privacy preferences and configure your web browser in order, when you visit our website, to either block all cookies or to be notified each time a cookie is sent, so as to either to allow, or reject it.

Use of the personal data we collect

Your personal data is used for the following purposes:

- The processing, registration and completion of reservations
- To be able to contact you for confirmation of your reservation
- To answer questions, reply to complaints or to other type of communication,
- To inform you about matters of your personal interest, for example, a forgotten personal item
- For demographic reasons or analysis study
- To send greetings, or special offers (if we have received your positive consent on the booking form)

Communicating the data we collect

The Hotel may disclose personal data only to the competent regulatory authorities upon a written request and not before notifying the person who is being the subject of the personal data, when this is obligatory as defined by the relevant legislation, and to financial institutions or companies who handle credit card transactions for the sole purpose of the financial settlement of the between us transactions.

Security of Systems / Procedures

The Personal Data collected by the Hotel are stored on secure servers. They are also protected by firewalls and other security tools (antivirus). The company has taken all necessary security measures to protect your personal data. The management and staff of the Hotel have received the appropriate training on the importance of protecting the privacy of personal data (awareness), and the

procedures followed by the company have been redesigned to enhance their protection in alignment with the GDPR principles.

Security Camera System

We have video surveillance in operation in specific places on our premises, where permitted by law, for the protection of our staff, guests, partners and visitors and as a result of our Hotel legitimate interest in preventing and detecting crime on our properties. Our system collects and retains video-surveillance footage in compliance with the regulations in force (signs in the areas of video surveillance, retention period, etc). Footage is securely stored and is only accessible to authorized personnel. The recordings will only be accessed and reviewed in case of suspicion of criminal actions. The recordings may also be reviewed for the purpose of clarifying safety-related incidents. In case of criminal actions or suspicion of criminal actions or if disclosure is required by law, the recordings may be disclosed to the police.

Personal Privacy Rights

For the personal data collected and retained by the Hotel, you have the right to:

- Access your personal data
- Erase your personal data
- Update and rectify your personal data
- Restrict the processing of your personal data
- Personal data portability
- Object to the processing of the personal data

If you would like to exercise your personal rights, you may send us a written communication with a photocopy of your ID card at our Hotel "Pearl Beach Hotel", Marmari, Kos Island, 85300 Greece or email at the following e-mail address info@hotelpearlbeach.com