

# Privacy Policy and Processing of Personal Data by YASNA S.R.O.

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## 1. Identification Data of the Operator

YASNA s.r.o.

Registered office: Demänovská Dolina 340, 031 01 Demänovská dolina

ID: 52 113 779

Registered in the Commercial Register of the District Court of Žilina, Section: Sro, Insert No.: 75341/L

Acting by Michal Biro, Monika Biro, executives

Phone number: +421 949 886 964

Email address: info@yasna.sk

(hereinafter referred to as the “Operator”)

## 2. Preamble

The Operator intends to collect and process the personal data of its customers (hereinafter referred to as “Customer”) and/or persons using accommodation and related services provided by the Operator based on the Customer's order (hereinafter referred to as “Guest”) (the Customer and Guest, hereinafter individually referred to as “Data Subject”), in accordance with applicable and effective legal regulations of the Slovak Republic, and/or applicable and effective legal acts of the European Union and/or international treaties and legal acts to which the Slovak Republic is bound (hereinafter referred to as “Regulations”). Therefore, in compliance with Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals concerning the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter referred to as “GDPR”), and in accordance with § 19 of Act No. 18/2018 Coll. on the protection of personal data and amending certain laws as amended (hereinafter referred to as “ZoOÚ”), the Operator intends to provide the Data Subject with comprehensive information on the terms and conditions of personal data processing and their associated rights.

## 3. Legal Basis for the Processing of Personal Data

### 3.1 Legal basis for the processing of personal data

The Operator collects and processes all personal data of the Data Subject in accordance with the Regulations. The Operator collects and processes personal data of the Data Subject based on the following legal grounds:

3.1.1. **According to § 13 (1)(a) of ZoOÚ**, i.e., “(...) the data subject has given consent to the processing of their personal data for one or more specific purposes”;

3.1.2. **According to § 13 (1)(b) of ZoOÚ**, i.e., “(...) the processing of personal data is necessary for the performance of a contract to which the data subject is a party, or to take steps at the request of the data subject before entering into a contract”;

3.1.3. **According to § 13 (1)(c) of ZoOÚ**, i.e., “(...) the processing of personal data is necessary for compliance with a legal obligation to which the controller is subject”;

3.1.4. **According to § 13 (1)(f) of ZoOÚ**, i.e., “(...) the processing of personal data is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child; this legal ground does not apply to processing carried out by public authorities in the performance of their tasks.”

### **3.2 Right of the Data Subject to withdraw consent**

The Data Subject, whose personal data processing by the Operator is based on their prior consent, has the right to withdraw their consent to the collection and processing of their personal data by the Operator at any time. This can be done by contacting the Operator at the email address: [gdpr@yasna.sk](mailto:gdpr@yasna.sk).

## **4. Categories of Personal Data Processed**

The Operator processes personal data that are necessary to achieve the purposes of the processing, as listed in Article 5 of this Policy. These data may include, but are not limited to:

### **4.1 Identification data of the Data Subject, such as:**

- First and last name
- Birth date
- Address of permanent residence or other contact address
- Email address
- Phone number

### **4.2 Data related to the stay of the Data Subject at the Operator's accommodation facilities, such as:**

- Date of arrival and departure
- The type of accommodation and related services ordered and provided
- Information on special requests of the Data Subject (e.g., dietary needs, preferences for accommodation)
- Additional information needed to meet the requirements of the Data Subject during the stay

### **4.3 Financial data, such as:**

- Information necessary for payment (e.g., bank account number, payment card number)

4.4 **Other data** that the Data Subject provides voluntarily, or the Operator collects with the consent of the Data Subject, as part of the provision of services.

## 5. Purpose of Personal Data Processing

The Operator processes personal data of the Data Subject for the following purposes:

**5.1 Processing necessary for fulfilling contractual obligations:** The processing of personal data is necessary for providing accommodation and related services to the Data Subject, which includes, but is not limited to:

- Processing orders
- Providing accommodation services
- Ensuring the proper functioning of the Operator's accommodation facilities
- Handling complaints and other customer service issues

**5.2 Processing necessary for complying with legal obligations:** The processing of personal data is necessary for fulfilling obligations arising from applicable legal regulations, including:

- Obligations related to accounting and tax laws
- Record-keeping obligations regarding the accommodation of foreign nationals in accordance with the applicable regulations

**5.3 Processing necessary for the Operator's legitimate interests:** The processing of personal data is necessary to protect the Operator's legitimate interests, including:

- Ensuring the security of the Operator's facilities and property
- Protecting the health and safety of employees, customers, and other guests
- Enforcing claims and protecting the Operator's legal rights

**5.4 Processing based on the consent of the Data Subject:** The processing of personal data may be carried out for other purposes with the express consent of the Data Subject, such as:

- Marketing communication and sending commercial offers
- Loyalty programs and special offers for regular customers

## 6. Retention Period of Personal Data

The Operator processes and stores personal data for a period that is strictly necessary to achieve the purposes specified in Article 5 of this Policy. After the purpose of the

processing is fulfilled, the personal data of the Data Subject will be deleted or anonymized.

**6.1 Retention period based on contractual obligations:** Personal data collected for the purpose of fulfilling contractual obligations will be retained for the duration of the contract and for the period required by applicable legal regulations.

**6.2 Retention period based on legal obligations:** The retention period for personal data processed to comply with legal obligations is determined by the relevant legal regulations.

**6.3 Retention period based on legitimate interests:** Personal data processed for the Operator's legitimate interests will be retained for as long as these interests exist, or until the Data Subject exercises their right to object to the processing.

**6.4 Retention period based on consent:** Personal data processed based on the Data Subject's consent will be retained for as long as the consent is valid, or until the Data Subject withdraws their consent.

## 7. Recipients of Personal Data

The Operator may provide the personal data of the Data Subject to the following categories of recipients:

**7.1 Authorities and public institutions:** The Operator may provide personal data to authorities or public institutions that are entitled to request such data by law, such as:

- Law enforcement authorities
- Tax authorities
- Other state administration bodies and public authorities, in compliance with applicable legal regulations

**7.2 Service providers and partners:** The Operator may provide personal data to third-party service providers and partners who help to provide accommodation and related services, including:

- External accounting firms
- IT service providers and technical support
- Providers of online reservation systems
- Providers of marketing and advertising services (only with the Data Subject's consent)

**7.3 Legal and financial advisors:** In the case of enforcing claims, protecting legal rights, or fulfilling other legal obligations, the Operator may provide personal data to legal and financial advisors (e.g., law firms, tax advisors).

7.4 **Other entities:** Personal data may be provided to other third parties only if the Data Subject has given their explicit consent.

## 8. Rights of the Data Subject

In connection with the processing of personal data, the Data Subject has the following rights:

8.1 **Right of access to personal data:** The Data Subject has the right to obtain confirmation from the Operator on whether their personal data are being processed, and if so, the Data Subject has the right to access such data and the following information:

- The purposes of processing
- The categories of personal data being processed
- The recipients to whom the personal data have been or will be provided
- The retention period or criteria for determining the retention period

8.2 **Right to rectification:** The Data Subject has the right to request the rectification of inaccurate or incomplete personal data.

8.3 **Right to erasure (right to be forgotten):** The Data Subject has the right to request the erasure of personal data if:

- The personal data are no longer necessary for the purposes for which they were collected or processed
- The Data Subject withdraws their consent and there is no other legal basis for processing
- The Data Subject objects to the processing based on legitimate interests, and there are no overriding legitimate grounds for the processing
- The personal data have been unlawfully processed

8.4 **Right to restriction of processing:** The Data Subject has the right to request a restriction of processing in cases where:

- The accuracy of the personal data is contested by the Data Subject
- The processing is unlawful, and the Data Subject opposes the erasure of the data
- The Operator no longer needs the personal data, but the Data Subject requires them to establish, exercise, or defend legal claims
- The Data Subject has objected to processing based on legitimate interests, pending verification of whether the legitimate grounds of the Operator override those of the Data Subject

8.5 **Right to data portability:** The Data Subject has the right to receive their personal data in a structured, commonly used, and machine-readable format, and the right to transmit those data to another controller.

**8.6 Right to object:** The Data Subject has the right to object, at any time, to the processing of their personal data based on the legitimate interests of the Operator or for direct marketing purposes.

**8.7 Right to withdraw consent:** The Data Subject has the right to withdraw their consent to the processing of personal data at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

## **9. Procedure for Exercising the Rights of the Data Subject**

To exercise their rights under Article 8, the Data Subject can contact the Operator in writing at the address specified in Article 1 of this Policy or by email at [gdpr@yasna.sk](mailto:gdpr@yasna.sk). The Operator will respond to the Data Subject's request without undue delay, and in any event within one (1) month of receipt of the request. This period may be extended by two (2) additional months if necessary, taking into account the complexity and number of requests. The Operator will inform the Data Subject of any such extension within one (1) month of receipt of the request, along with the reasons for the delay.

## **10. Security of Personal Data**

The Operator implements appropriate technical and organizational measures to ensure the security of the personal data of the Data Subject and to prevent unauthorized access, disclosure, alteration, or destruction of such data. These measures include:

- **Technical security measures:** such as encryption, access controls, and secure data storage.
- **Organizational security measures:** such as limiting access to personal data only to authorized employees and contractors who need the data to perform their duties and ensuring that these employees and contractors are bound by confidentiality obligations.

The Operator regularly reviews and updates its security measures to ensure that personal data remain secure.

## **11. Transfer of Personal Data to Third Countries**

The Operator does not transfer the personal data of the Data Subject to third countries (i.e., countries outside the European Union or the European Economic Area) unless the transfer is necessary for fulfilling contractual obligations to the Data Subject or if such transfer is required by law. In cases where such transfers are necessary, the Operator ensures that appropriate safeguards are in place, such as standard contractual clauses approved by the European Commission.

## **12. Cookies and Other Tracking Technologies**

The Operator's website may use cookies and other tracking technologies to improve the functionality of the website and provide a better user experience. Cookies are small text files stored on the Data Subject's device when visiting the website.

### 12.1 Types of cookies used:

- **Essential cookies:** These cookies are necessary for the proper functioning of the website and cannot be disabled.
- **Analytical cookies:** These cookies help the Operator analyze how the website is used, allowing the Operator to improve its performance.
- **Marketing cookies:** These cookies are used to deliver personalized advertising and content based on the Data Subject's preferences and activities on the website.

**12.2 Cookie management:** The Data Subject can manage and control the use of cookies through their browser settings. Most browsers allow users to block or delete cookies, but doing so may affect the functionality of the website.

## 13. Complaints Regarding the Processing of Personal Data

If the Data Subject believes that the Operator is violating their rights regarding the processing of personal data, they have the right to file a complaint with the supervisory authority. In Slovakia, the supervisory authority is the Office for Personal Data Protection of the Slovak Republic:

- **Address:** Hraničná 12, 820 07 Bratislava 27, Slovak Republic
- **Website:** [www.dataprotection.gov.sk](http://www.dataprotection.gov.sk)
- **Phone:** +421 2 3231 3214
- **Email:** [statny.dozor@pdp.gov.sk](mailto:statny.dozor@pdp.gov.sk)

## 14. Changes to the Privacy Policy

The Operator reserves the right to update and change this Privacy Policy as necessary. Any changes to the Privacy Policy will be posted on the Operator's website, and the updated Policy will be effective as of the date of publication. The Operator encourages the Data Subject to regularly review the Privacy Policy to stay informed about how the Operator protects personal data.

## 15. Final Provisions

This Privacy Policy is effective as of January 1, 2024. By using the Operator's services and providing personal data, the Data Subject acknowledges that they have been informed about the processing of personal data in accordance with this Policy.