

Information for Visitors to Our Web Site and Our Volarik Hotel

1) Information you provide to us:

- Is received and filed
- Includes information you enter on our web site or information you provide to us in any other way
- Provision of any information is voluntary (unless explicitly specified otherwise)
- If you decide not to provide certain information we may not be able to respond to your questions or requirements (and you may not be able to use some or most of our services)
- Information we obtain from you includes but is not limited to the compulsory information required by law, namely by Act no 326/1999 Coll., on the Residence of Foreign National in the Czech Republic, as amended, and Act no 565/1990 Coll., on Local Fees, as amended (first name, surname, date of birth, citizenship, permanent residence abroad, passport and visa number)

2) Personal data provided in the name of another person:

- In the case of entering data in the name of another person the other person must provide authorisation for their data entry in the system and the information must be accurate and correct
- If we suffer any damage or loss for the reason of your incompliance with this provision we are entitled to request compensation from you

3) Automatic information:

- Automatic information is received and evaluated in specific cases
- If you use a mobile device we may collect data identifying the device, data on the device type, settings and characteristics, location information, information about application failure and other system activities.

4) E-mail communication:

- If you provide your e-mail address, we can use it to send you our promotional information or marketing materials
- Every such e-mail will offer you the option not to open the content
- In the case of questions or need for clarification please do not hesitate to contact us on our e-mail address: marketing@hotelvolarik.cz

5) Information from other sources:

- To increase standards of our services we may obtain information from other sources and add it to existing information we hold about you (this information may include recommendations or special offers that we believe might be of interest to you)
- We may share your information with third parties in the context of service provision, contract execution or implementation, answering questions or responding to requirements
- We further use third-party service providers for processing of payments exchanged between the reservation provider and the accommodated guest (these service providers share your payment data so that we may manage your reservations and be sure that everything is k about your reservation)

Our company collects and uses your personal data for the purpose of fulfilment of our legal obligations, execution and implementation of accommodation contracts, marketing activities, market research, assurance of service security and trustworthiness or improvement of our services.

We share your data or forward them to third-party processors, payment service providers and other financial institutions, competent authorities or our business partners.

To collect information received from you we may use monitoring instruments such as cookies or browser web signals. We collect user information while they use our web site. In this way third parties may collect your data for us.

We have assured adequate procedures in compliance with European Union legislation to prevent unauthorised access to our personal data and their abuse.

Your personal data are kept by us for the minimum necessary time (above all for the purpose of fulfilment of the contract executed with you and our legal obligations). We also keep your data for the purpose of contract archiving (and potential claims that might follow from the contract after its termination)

You are entitled to access to your personal data we keep about you any time. You can request a survey of your personal data processed by us by e-mail on: marketing@hotelvolarik.cz

You can also contact us if you believe that your personal data we keep are incorrect, or if you believe that we are not authorised to use your personal data, or in the case of other questions concerning your personal data or our privacy protection statement.