

5.1. ROOM BOOKING PROCEDURE

In connection with the procedure of booking a hotel room (regardless of whether the booking is made online on one of our websites, through an online booking channel, a travel agency, by contacting the booking department or right at a hotel), we process your personal data in order to:

- Give you the opportunity to book a room in the hotel of your choice
- Check the availability of the hotel and book a room
- Send you a booking confirmation
- Send you a non-commercial e-mail before your arrival at the hotel. You can opt out of receiving pre-arrival emails at any time by clicking on the unsubscribe link in the emails sent to you.

Categories of data processed:

- Address
- Arrival and departure dates
- E-mail address
- Name and surname
- Name of the adult(s) accompanying the guest(s)
- Type, number and expiry date of the payment card

Data source

Depending on the booking channel used:

- Directly from the online booking form you have filled out
- From the online booking channel you use
- From your travel agency
- From our booking department
- From the specific hotel where you have booked a room

Reason for data processing:

Data processing is necessary so we could provide you with the service of your choice, in accordance with our legal obligations and legitimate interests, for instance, to prove your booking request in the event of a dispute.

Recipients of the data:

- A SEMARAH HOTEL MANAGEMENT hotel of your choice
- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Providers of IT services