

### 5.3 CHECKING IN AND CHECKING OUT OF A HOTEL

When you are staying at a hotel of your choice, we collect and process your personal data in order to:

- Register your arrival at departure from the hotel
- Create or update your profile in the hotel reservation system Fidelio
- Manage (and archive) your hotel registration
- Obtain a credit card guarantee or deposit to secure payment for your hotel visit
- Give you the key to your room
- Ensure payment processing in connection with your stay at the hotel
- Draw up, print or send you an invoice for your stay
- Send you marketing emails

If you have booked a room at one of our hotels but do not arrive at the hotel on the agreed date, and you have not cancelled the booking, we process your personal data to cancel your room reservation and other bookings, if any, and to manage, process and collect outstanding payments.

#### **Categories of data processed:**

- Address
- Bookings (hotel, restaurant, SPA and others)
- Check-in and check-out dates
- Email address
- Name/surname, title
- Name of the adult(s) accompanying the guest(s)
- Type, number and expiry date of the payment card
- Telephone number

#### **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 for performance of the contract we have concluded with you.

#### **Recipients of the data:**

- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Providers of IT services
- Your travel agency, if applicable