

## 5.4 STAYING IN A HOTEL

When you are staying in one of our hotels, we make sure that your stay is as pleasant as possible. For this purpose, we process your personal data in order to:

Provide room cleaning and maintenance services during your stay

Return lost or forgotten belonging to the owner

Provide for your or your guests' wishes, such as nutritional requirements, additional amenities

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

- Address
- Habits of the guest
- Check-in and check-out dates
- Nutritional needs
- Email address
- Telephone number
- Name/surname
- Name of the adult(s) accompanying the guest(s)
- Other wishes

### **Data source:**

Depending on the booking channel used:

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

### **Reason for data processing:**

The legitimate interests of SEMARAH HOTEL MANAGEMENT as a company are to organize the daily maintenance of the hotel, to personalize the services provided and / or to be able to identify the owner of the lost or forgotten property.

SEMARAH HOTEL MANAGEMENT has a legitimate interest as a company to organize daily cleaning of the rooms, personalize services provided, and/or be able to identify the owner of lost or forgotten belongings.

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

- Hotel staff, including cleaning and maintenance service, receptionists and/or other relevant hotel staff
- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Providers of IT services