

Customer information

The information that follows, integrated and modified according to its specificities, must be provided to the customer when personal data is collected, both during the booking phase and upon arrival at the facility.

N.B. The model may undergo changes or additions following the issue of the national coordination rules or following clarifications expressed by the Guarantor.

Dear Customer,

pursuant to current legislation on the protection of personal data (EU Regulation No. 679 of 2016), we wish to inform you that the processing of your personal data is carried out with correctness and transparency, for lawful purposes and protecting your privacy and your rights .

The treatments are also carried out with the aid of IT means for the following purposes:

1. to acquire and confirm your reservation for accommodation services and ancillary services, and to provide the requested services. Since these are treatments necessary for the definition of the contractual agreement and for its subsequent implementation, your consent is not required, except in the case in which particular, so-called sensitive data are provided. In case of refusal to provide personal data, we will not be able to confirm the reservation or provide you with the requested services. The processing will cease upon your departure, but some of your personal data may or must continue to be processed for the purposes and in the manner indicated in the following points;
2. to fulfill the obligation established by the "Consolidated text of public safety laws" (article 109 R.D. 18.6.1931 n. 773) which requires us to communicate to the Police Headquarters, for public safety purposes, the personal details of the guests accommodated according to the procedures established by the Ministry of the Interior (Decree of 7 January 2013). The provision of data is mandatory and does not require your consent, and in case of refusal to provide them we will not be able to host you in our structure. The data acquired for this purpose are not stored by us, unless you give us consent to storage as set out in point 4;
3. to fulfill current administrative, accounting and tax obligations. For these purposes, the processing is carried out without the need to obtain your consent. The data is processed by us and by our representatives, and is communicated externally only in fulfillment of legal obligations. In case of refusal to provide the data necessary for the above fulfillments, we will not be able to provide you with the requested services. The data acquired for these purposes are kept by us for the time required by the respective regulations (10 years, and even longer in the case of tax assessments);
4. to carry out the function of receiving messages and telephone calls addressed to you during your stay. Your consent is required for this purpose. You can withdraw your consent at any time.

In any case, the treatment will cease upon your departure;

5. for the protection of people, property and corporate assets through a video surveillance system of some areas of the structure, identifiable by the presence of appropriate signs. Your consent is not required for this processing, as it pursues our legitimate interest in protecting people and property against possible assaults, thefts, robberies, damage, acts of vandalism and for fire prevention and occupational safety purposes. The recorded images are deleted after 24 hours, except for holidays or other cases of closure of the business, and in any case no later than one week. They are not communicated to third parties, except in the case in which it is necessary to adhere to a specific investigative request from the judicial authority or judicial police.

We also wish to inform you that the European Regulation grants you certain rights, including the right of access and rectification, or cancellation or limitation or opposition to processing, as well as the right to data portability, if and as applicable (Articles 15 to 22 of EU Regulation No. 679 of 2016). You can also lodge a complaint with the supervisory authority, according to the procedures established by current legislation.

For any further information, and to assert the rights granted to you by the European Regulation, you can contact:

Owner and manager of the treatment (name and surname or name in the case of an organization or company)
Francesco Piscinelli:

(contact details) info@reversehotel.it

Customer signature
