



Internal act

Subject: Protection of personal data of guests of Hotel City Maribor****

1) Data which the hotel collects from hotel guests.

a) Guest check-in to the hotel

The hotel collects obligatory guest data for the internal register of hotel guests.

The following data is required in order to check-in guests in accordance with legal obligations:

- Gender,
- Name,
- Surname,
- Country,
- Citizenship,
- Date of birth,
- Document type,
- Document number,
- Date of arrival
- Date of departure

In accordance with legal obligations, this data is transferred to AJ PES, who keep us registered in the RNO - the Register of accommodation establishments - as an accommodation establishment.

The entered data is stored in the hotel information program (hereinafter: the HIS) in guest profiles and in the Guestbook. The Guestbook is kept in electronic and physical form.

b) Guarantees and special data

For accommodation options, a security with a guest's credit card or cash in the form of a deposit is required.

The guest is to provide credit card data as a guarantee, which shall apply for outstanding services. By signing the check-in form upon his/her arrival at the hotel, the guest agrees that the card may be debited in the case that the guest leaves the hotel without settling all the services, or if the guest causes damage.

Special data on guests (their health condition), such as disabilities, celiac disease etc. shall be managed in the HIS program and shall serve exclusively to facilitate communication with the guest and prepare appropriate services for a comfortable stay. In the indicated cases, the guest shall receive a form for a special service order upon check in at the hotel where he/she is to indicate specificity related to his/her health condition. Data about the guest's health condition shall be kept for the duration of the guest's stay in the hotel.

c) Demand/Booking

- Electronic mail

Upon the demand, via electronic mail, the guest provides data on the e-mail address (hereinafter e-mail) on his/her own initiative. The e-mail address shall not be used for further processing, nor shall it be part of marketing campaigns. It shall serve exclusively for communication in the demand and booking process between the guest and the hotel. The e-mail shall be stored, along with



correspondence between the guest and the hotel, in the domene@hotelcitymb.si e-mail box and shall serve exclusively for the review of the archive of demands.

- Telephone booking

Upon a telephone booking, the guest is to provide the following data: name and surname of the guest, the period of stay, name and surname of the person making the booking (if not made by the guest), contact telephone number and e-mail. If the hotel receives an e-mail from the guest, it is to send the booking confirmation to the received e-mail for each telephone booking. The booking is confirmed and the guest agrees to the general terms and conditions of the hotel and to the processing of personal data upon the submission of his/her data for receiving e-mails.

The e-mail shall not be used for further processing, nor shall it be included in marketing campaigns. It shall serve exclusively for booking confirmation and communication in the demand process between the guest and the hotel. The e-mail shall be stored, along with correspondence between the guest and the hotel, in the domene@hotelcitymb.si e-mail box and shall serve exclusively for the review of the archive of demands.

The telephone number and data of the person who made the booking shall be stored as a telephone booking document in a physical form for 2 years from the date of stay, after this period the data shall be deleted from the hotel record.

2) Data processing

The data received upon check-in, which is required for the check-in of guests by the law, shall be processed exclusively for the purpose of registering guests pursuant to the Residence Registration Act (Official Gazette of the Republic of Slovenia, No. 52/16) and the Rules on check-ins and check-outs of guests (Official Gazette of the Republic of Slovenia, No. 75 / 16). Pursuant to the law, the data shall be transmitted to the RNO register. The data shall be stored in the hotel in both the electronic and physical Guestbooks.

The basic data of guests who check-in to the hotel (gender, name, surname, country) shall be stored in the guest profile in the HIS program and shall not be the subject of further processing. The data shall serve exclusively for keeping records on visits (bookings), invoices and services related to guest visits.

E-mails or phone numbers received in the connection with demands shall not be the subject of further processing or marketing campaigns.

We shall not process the received data for any other purposes or provide them to third parties.

Basic data for the needs of the provision of services shall be provided to third parties upon service order by the guest. By ordering service provided by a third party, the guest agrees to the transmission of the basic data necessary for booking or performance of services.

3) Purpose of data collection

Guest data, which is mandatory upon the check-in, is collected based on legal obligations.

The data in the guest profile are used for internal records on the number of guest visits, which forms the basis of the permanent guest's system. The profile provides an overview of the guest's stay in the hotel, services performed and payments made - issued invoices.



We collect credit card data as a guarantee in the case of outstanding services. Upon check-in to the hotel, the guest is informed of the purpose of the required guarantee and that the data is kept for up to 5 days after the date of departure.

4) Data validity

As part of the RNO registration and in accordance with the law, mandatory guest data shall be kept in the Guestbook for a period of one year. After the expiration of one year from the end of the calendar year, the data shall be deleted from the electronic Guestbook and the physical Guestbook shall be destroyed.

The guest's basic data shall be kept in the guest profile in the HIS two years from the guest's last visit - considered from the date of check-out. The data shall be kept for a period of two years, due to a more transparent work process.

After this period, the data is anonymised, unless the guest has made a booking in the future.

Anonymization is the process of deleting certain guest data from the system. The process of anonymization deletes the data of the guest (type of personal document, personal identification number, e-mail, telephone number) who has not stayed in the hotel in the last two years before the date of anonymization and has no bookings in the upcoming years.

Correspondence, as part of the guests' own demand in connection with the offer, together with e-mails, shall be kept for indefinite period, as it forms the history of offers that is essential for carrying out booking and sales service.

Telephone numbers, in connection with telephone booking, are stored in a physical form for 2 years from the date of stay. After 2 years, the data shall be destroyed.

Bookings in physical form are stored 2 years from the date of stay. After 2 years, the data shall be destroyed.

Credit card data shall be stored up to 5 days after the guest's departure afterwards the data is to be destroyed.

5) Access to data

Access to the data in the HIS system is only granted to employees, who access to the HIS program with passwords.

Only reception staff have access to the data in physical form.

The reception staff also have access to the e-mails received as part of demands submitted to the primary e-mail: info@hotelcitymb.si.

6) Deletion of data

The guest may notify the hotel of the desire to delete his/her data at any time. The hotel shall carry out deletion pursuant to the legislation.

The guest may submit a request for a review or deletion of data at any time to the following e-mail: vop@hotelcitymaribor.si.