

Statement to the customer pursuant to Regulation (EU) 2016/679 and the so-called Privacy Code (Legislative Decree 196/2003 as amended by Legislative Decree 101/2018 and following) on the protection of personal data processing.

Pursuant to art. 13 of Regulation (EU) 2016/679 (from hereinafter, for brevity, the Regulation) and the so-called Privacy Code (from hereinafter, for brevity, the Code), Virgan S.r.l., as Data Controller, informs its customers that the processing of personal data, and any particular categories of personal data included in art. 9 of the Regulation, of the customer, of his/her minor child/ren, and of the person or persons for whom the customer acts as guardian will be performed in a way that is pertinent and transparent in full compliance with the principles of lawfulness and necessity according to the relevant provisions in force.

Processing purposes

Virgan S.r.l. informs the customer that the processing of personal data as described above will occur without the need for his/her specific consent and for institutional purposes only, which are connected or instrumental to activity conducted, or:

- a) to carry out the hotel welcome service and activities resulting from or connected thereto, or to one or more operations contractually agreed upon;
- b) to fulfil administrative, accounting, tax, and any other kind of legal obligations;
- c) to fulfil operational and internal management requirements relating to services provided;

Virgan S.r.l., in addition, informs the customer that, subject to their free, informed, and specific consent, the processing will occur for:

- d) sending, by means of email or the post, information or evaluation questionnaires for products and services provided by the Hotel Relais Fiocco di Neve or for informing its customers of commercial and promotional initiatives reserved for them;
- e) conducting profiling activities related to its clients, including by means of automated data processing, in order to be able to prepare customised promotions according to the habits and choices of the individual customer;
- f) processing the data of the customer's minor child/ren and of the person or persons for whom the customer acts as guardian to enable their booking and registration at Hotel Relais Fiocco di Neve.

Legal basis for data processing

Virgan S.r.l. informs the customer that the legal basis for data processing consists both of the specific contractual relationship established and of the free, informed, and specific consent given by the data subject.

Data processing methods

Virgan S.r.l. informs the customer that the processing of personal data will occur by means of paper, computer, and electronic means and suitable measures will be used to guarantee the confidentiality and security of the data collected.

Data storage period

Virgan S.r.l. informs the customer that, in compliance with the principles of necessity and proportionality, the data will only be stored for the period necessary to achieve the purposes described above and, in any case, in compliance with the relevant provisions.

Recipients of the data

Virgan S.r.l. informs the customer that the data collected will only be processed for the purposes described above.

Virgan also informs the customer, in compliance with the suitable security measures put in place as Controller, his/her data, that of his or her minor child/ren, and of the person or persons for whom the customer acts as guardian may be communicated to the Public Security Authority and to other parties - public or private - to fulfil legal obligations, including of an administrative, accounting, or tax nature. Your data will not be disseminated under any circumstances.

Rights of the data subject

Virgan S.r.l. informs the customer that, at any time, he/she will be able to exercise, in his/her interest, or that of his/her minor child(ren) or of the person(s) for whom the customer acts as guardian, the rights included in articles 15 & ff. of the Regulation, or: “The data subject shall have the right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data and the following information: a) the purposes of the processing; b) the categories of personal data concerned; c) the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations; d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period; e) the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing; f) the right to lodge a complaint with a supervisory authority; g) where the personal data are not collected from the data subject, any available information as to their source; h) the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject. Where personal data are transferred to a third country or to an international organisation, the data subject shall have the right to be informed of the appropriate safeguards pursuant to Article 46 relating to the transfer. The controller shall provide a copy of the personal data undergoing processing. For any further copies requested by the data subject, the controller may charge a reasonable fee based on administrative costs. Where the data subject makes the request by electronic means, and unless otherwise requested by the data subject, the information shall be provided in a commonly used electronic form” (art. 15); “The data subject shall have the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her. Taking into account the purposes of the processing, the data subject shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement” (art. 16); “The data subject shall have the right to obtain from the controller the erasure of personal data concerning him or her without undue delay and the controller shall have the obligation to erase personal data without undue delay where one of the following grounds applies: a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; b) the data subject withdraws consent on which the processing is based according to point (a) of Article 6(1), or point (a) of Article 9(2), and where there is no other legal ground for the processing; c) the data subject objects to the processing pursuant to Article 21(1) and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Article 21(2); d) the personal data have been unlawfully processed; e) the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject; f) the personal data have been collected in relation to the offer of information society services referred to in Article 8(1)” (art. 17);

“The data subject shall have the right to obtain from the controller restriction of processing where one of the following applies: a) the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data; b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead; c) the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims; d) the data subject has objected to processing pursuant to Article 21(1) pending the verification whether the legitimate grounds of the controller override those of the data subject” (art. 18); “The data subject shall have the right to receive the personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, where: a) the processing is based on consent pursuant to point (a) of Article 6(1) or point (a) of Article 9(2) or on a contract pursuant to point (b) of Article 6(1); and b) the processing is carried out by automated means” (art. 20); “The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6(1), including profiling based on those provisions. The controller shall no longer process the personal data unless the controller demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims. Where personal data are processed for direct marketing purposes, the data subject shall have the right to object at any time to processing of personal data concerning him or her for such marketing, which includes profiling to the extent that it is related to such direct marketing. Where the data subject objects to processing for direct marketing purposes, the personal data shall no longer be processed for such purposes. At the latest at the time of the first communication with the data subject, the right referred to in paragraphs 1 and 2 shall be explicitly brought to the attention of the data subject and shall be presented clearly and separately from any other information” (art. 21).

Compulsory and optional data provision

Virgan S.r.l. informs the customer that his/her consent is not necessary for data processing arranged before the execution of the contract and the performance of the activities and obligations included in points a), b), and c) of the paragraph “Data processing purposes”.

Virgan also informs the customer that:

the granting of data for the purposes included in the above-mentioned points a), b), and c) is optional, but necessary in order to carry out the activities and services described here, so that refusal to grant such will mean they cannot be carried out.

Consent to the data processing for the purposes included in point d) of the above paragraph is free and optional, for which the customer can, at any time, object to the processing by contacting, including via email, the Controller, who must promptly notify them of the discontinuation of processing. Refusal of processing will prevent them from receiving the information included in the above-mentioned point d).

Consent to the data processing for the purposes included in point e) of the above paragraph is free and optional, for which the customer can, at any time, object to the processing, by contacting, including via email, the Controller, who must promptly notify them of the discontinuation of processing. Refusal of processing will prevent them from receiving customised promotions.

Consent to data processing for the purposes included in point f) of the above-mentioned paragraph is optional, but necessary in order to provide the activities set out here, for which refusal to grant consent will prevent booking and registration of the minor child/ren or of the person or persons for whom the data subject acts as guardian.

Transfer of personal data

The Controller may transfer personal data to third countries or international organisations that are recognised as suitable by the European Commission pursuant to art. 45 of the Regulation or, in the absence of such recognition, by providing appropriate safeguards that set forth enforceable rights and effective legal remedies for the data subject pursuant to art. 46 of the Regulation.

Data relating to deceased parties

In the case of data relating to deceased parties, the rights included in articles 15 to 22 of the Regulation may be exercised by whoever has his/her own interest or acts to protect the deceased as mandatary or for family reasons deserving protection. Requests must be addressed to the Controller.

Protection of the data subject

The data subject, if he/she believes that his/her rights pursuant to the provisions relating to personal data protection have been infringed, can, alternatively, contact the Italian Data Protection Authority or the legal authority.

Data Controller

The Data Controller is Virgan S.r.l., with headquarters on Corso Vinzaglio, 16 - 10121 Turin, VAT no. 03660490040, ph. 0171926352, email address info@fioccodineverelais.com, certified email address virgan@legalmail.it