

Contact:

Hotel Zagreb

Setaliste kralja Zvonimira 5

20000 DUBROVNIK

T: +385 20 438 938

F: +385 20 438 968

E-Mail: info@hotelzagreb-dubrovnik.com

Web: www.hotelzagreb-dubrovnik.com

Company Name: Renesansa d.o.o.

Address: Nika I Meda Pucića 11

Dubrovnik 20000

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The Privacy protection is of important concern to us in the use of your personal information.

Hotel Zagreb will handle your data responsibly and manage it adhering to GDPR (General data Protection Regulation) and all applicable laws.

Collection and processing of personal data:

Personal data shall only be stored if you provide them voluntarily. Personal data are data that can be used in order to determine your identity.

Personal data include, but are not limited to-

- Your name,date of birth
- Email address,IP address
- Postal address
- Telephone number
- Passport,id number,photo
- Bank, credit card details

If you wish to make a booking we will ask for some of this personal data in order to conduct the business. Your personal data shall not be disclosed to any third party unless you gave your prior consent or unless this is required to fulfil contracts or to effect payment in full compliance with all applicable laws.

We shall only disclose your personal data to authorized government institutions and authorities to the extent or required by mandatory law and/or to the extent we are obliged to do so based on a court order.

We subject our employees to secrecy and to compliance with the data protection provisions contained in the General data Protection Regulation.

Storage of data:

Hotel Zagreb shall only store personal data as long as necessary in order to provide a service you requested or to which you gave consent, unless otherwise stipulated by law.

Notes on data protection and the use of Cookies:

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The Website of Hotel Zagreb does not use Google Analytics.

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- Google Ads Preferences
- <https://policies.google.com/privacy/partners>
- Network Advertising Initiative-settings and opt- out option

Questions about data protection:

You have the right and can request information from us at any time regarding the data stored about you. You have the right to correct, delete and block (incorrect) data. However, the deletion of data may have contractual and/or legal specifications, in particular as regards the implementation of the accounting and billing. Should you have questions about our data protection principles support please contact info@hotelzagreb-dubrovnik.com

The European Commission provides a platform for online dispute resolutions (OS) accessible at <http://ec.europa.eu/consumers/odr>