

## Data protection Regulation (GDPR)

Landvetter Airport Hotel AB (hereinafter "Landvetter Airport Hotel"), company registration number 556355-4814, Flygets hotellväg 2, 438 13 Landvetter, Sweden, is the data controller of personal data processed within the framework of this policy.

Landvetter Airport Hotel takes the issue of safeguarding your privacy seriously. Our privacy policy ("Privacy Policy") describes what information we collect from hotel, conference & restaurant guests, (collectively referred to as "Guests") who use any of our services (the "Services"). As well as visitors to the Landvetter Airport Hotel web site and the way in which Landvetter Airport Hotel uses this information to better serve the needs of our Guests.

We strive to maintain a high level of protection of personal privacy. Landvetter Airport Hotel uses Personal Data primarily to administer, provide, develop and maintain the Services, process your reservations, optimize your experience with respect to the Services and individualize the communication with you.

Please read this Privacy Policy carefully to understand how and for what purposes we process your Personal Information. By providing your Personal Information to us and accepting the applicable terms and conditions, you consent to your Personal Information being processed in accordance with the provisions set forth in the separate terms and conditions for each Service and this Privacy Policy. If a more specific consent is required from you by law, we will of course ask you for such specific consent. If you add Personal Data regarding other people, you are responsible for ensuring that Landvetter Airport Hotel may also process that Personal Data in accordance with the applicable Privacy Terms.

### **What is Personal Information?**

The term "Personal Information" refers to information which is about you and can identify you as an individual, such as your name, address, age, gender, image and credit card information.

### **1. Why is Personal Information Collected?**

#### ***A. To Provide Superior Customer Service to our Guests***

We only collect Personal Data relevant for the purpose described in the separate terms and conditions for each Service and this Privacy Policy. The information we may collect is, for example, information regarding name, address, telephone number, email address, IP address, information to facilitate the use of the Services (such as login), default language, user history, information about your travelling companions, reservation preferences, payments, employment, emergency contacts, food requirements, disabled access and other information you provide when using the Services.

Our goal is to provide you with superior customer service, whether you stay with us once or many times. By collecting and keeping certain stay related Personal Information on file will assist us in providing the services you request to ensure we meet your needs and/or to allow us to contact you in relation to matters that arise from your visit with us.

## **B. For Marketing Research**

We may wish to contact Guests to conduct surveys or focus groups to receive your views and feedback of the product and services received during your visit. Such information may be collected by a third party under contract with us and they will be contractually required to protect your Personal Information as explained below. Occasionally we will combine information from a number of Guests to better understand trends and Guest expectations. When this occurs, all identifiers are removed, and the aggregate information cannot be linked to any specific Guest.

## **2. How is Personal Information Collected?**

### ***A. On Our Web Site/Cookies***

Landvetter Airport Hotel uses cookies in relation to its digital services. Further information regarding how Landvetter Airport Hotel uses cookies, what they are used for and how you can avoid them are stated in Landvetter Airport Hotels cookie policy.

### ***B. When Making a Reservation on our website***

You can search for rates and availability without providing any Personal Information. Visitors to Landvetter Airport Hotels website who elect to make reservations online for any of our Services will be required to complete a reservation profile the first time they make a reservation. When you create a reservation profile you will be asked to provide specific Personal Information, including your name and contact information, as well as certain guarantee and deposit information to secure your reservation, such as your credit card number. Your transmittal of your Personal Information shall constitute your acknowledgment and agreement to the terms and conditions contained in this Privacy Policy.

Your credit card number will be verified using a checking sequence, but we do not authorize any payments at this point. Once you indicate confirmation of your reservation, all of the reservation information that you submitted will be sent to Landvetter Airport Hotel. Due to the personal nature of the information you provide when making a reservation through our web site Landvetter Airport Hotel employs encryption technology to keep your data secure.

We also retain a copy of the reservation profile on our web site, excluding the credit card number connected to your ID number. We will then use that information to create a log in on our web site database. We also may combine information from a number of web visitors in a way that does not identify any user, in order to identify user patterns.

### ***C. Reservations Through our Reservations Office on Property***

Reservations can also be made by contacting Landvetter Airport Hotel directly (via email, telephone or face to face). When you make a reservation, we may ask you for Personal Information such as your name, telephone number, email address and method of payment. We may also obtain from you any room preferences, dietary requirements or special requests. Confirmation of your reservation will be provided to you, generally by e-mail, directly from the hotel.

#### ***D. During your visit to Landvetter Airport Hotel***

During your visit, we record your cost due to your visit as your billing folio, which sets out your room rate and/or other expenses billed. We also record this information to comply with financial reporting requirements, including those imposed by auditors and government regulators. We may also collect certain information as required by local laws (e.g. passport number). Information particular to your stay may also be stored (i.e. health issues, payment difficulties, special requests, service issues). This stay specific information is stored in the property management system and is combined with information from previous visits that you may have made to us.

In addition, we may retain the content of any document (including letters, comment cards, electronic documents such as e-mails and other similar forms of communication) that you send us before, during or following your visit. This information may be shared with employees of the hotel.

#### **3. How do we store personal information?**

Landvetter Airport Hotel stores Personal Data in compliance with this Privacy Policy and applicable legislation. Your Personal Information may be stored, used and transferred for processing in Sweden and in other jurisdictions where, under local laws, your Personal Information may be accessed by the courts, law enforcement and national security authorities with or without notice to you.

Landvetter Airport Hotel uses subcontractors located in a country outside the EU/EEA that may process your Personal Data on behalf of Landvetter Airport Hotel. To ensure a high level of protection for your Personal Data in those situations and compliance with EU/EEA regulations, Hotel Riverton enters into data processor agreements with such subcontractors. Such processor agreement will regulate the subcontractors' processing of the Personal Data and, when applicable, the transfer of Personal Data, pursuant to applicable EU/EEA data protection regulation. The agreements contain terms and conditions which the European Commission requires, and which fulfil the requirements of applicable data protection laws.

#### **4. Protection and deletion of personal data**

Landvetter Airport Hotel has taken appropriate technical and organizational measures to protect your data against, for example, loss, manipulation or unauthorized access. We adapt our security measures to meet the continuous development of technology.

Landvetter Airport Hotel deletes Personal Data in accordance with applicable law. This means, for example, that Landvetter Airport Hotel deletes or depersonalizes Personal Data when there is no longer a purpose for processing the Personal Data. The purposes for which we process your Personal Data are described in the sections above and the Privacy Terms.

## **5. Change, delete and review your personal data**

If your Personal Data change, please inform Landvetter Airport Hotel of this by sending a message to the address in Section 8. Landvetter Airport Hotel is not responsible for problems which arise due to data being out of date or inaccurate if you have failed to inform us of such changes.

Landvetter Airport Hotel will, upon your request or whenever discovered by Landvetter Airport Hotel, correct or delete inaccurate or incomplete information. You are also entitled without charge to receive a transcript of the Personal Data being processed about you. Requests for transcripts must be made in writing to Landvetter Airport Hotel AB to the address stated in Section 8 and shall be signed by you and contain your name, post address, phone number, email address (used in communication with Landvetter Airport Hotel). The transcript will be sent to your registered address within one month of the date the request is received by Landvetter Airport Hotel. The frequency of which you are entitled to receive such transcripts may vary depending on where you are a resident.

You may at any time revoke your consent to further processing (not retroactively) of your Personal Data by contacting Landvetter Airport Hotel at the address set out in Section 8, whereupon Landvetter Airport Hotel will block such information from further processing. However, a withdrawal of consent may lead to deteriorated Services or impossibility for Landvetter Airport Hotel to provide Services.

## **6. Assignment**

If we sell, re-organize or otherwise transfer all or part of our business, your Personal Data may be transferred simultaneously.

## **7. Changes in our Privacy Policy**

Our Privacy Policy may change from time to time and we will post the revised policy on Landvetter Airport Hotels websites, so you are always aware of how we treat Personal Information. Without your express consent we will not reduce your rights under this Privacy Policy with respect to Personal Information already collected about you.

## **8. Contact**

Questions or concerns regarding this privacy policy should be directed to the Privacy Officer by writing to the following address: Landvetter Airport Hotel AB Box 2103, 438 13 Landvetter, Sweden