

## **Information pursuant to art. 13 EU Regulation 2016/679 for the Processing of Personal Data - CHAT**

### **Holder of the treatment**

We inform you that, pursuant to EU Regulation 2016/679 (infra: "**Regulation**"), your Personal Data will be processed by Voihotels S.p.A. based in Via Lugaro 15, Turin (TO) as the data controller ("**Owner**").

The Data Protection Officer ("**Data Protection Officer**" or "**DPO**") can be reached at the following address: [DPO@voihotels.com](mailto:DPO@voihotels.com).

### **Purpose, legal basis and optional nature of the processing**

The Data Controller will process your personal data (Article 4.1 of the Regulation), for the following purposes:

- a) Respond to your requests for information through the chat channel or by contacting you again at the contact details provided (telephone number or e-mail)

The legal basis of the processing is the execution of a contract of which the interested party is a party or the execution of pre-contractual measures adopted at the request of the same (Article 6.1.b of the Regulations).

### **Recipients of personal data**

Your Personal Data may be shared with:

- persons authorized to process your Personal Data in accordance with Articles 29 and 32, par. 4 of the Regulation and 2-quaterdecies of the Privacy Code (for example, employees of the Company who must process your Personal Data due to their work duties, system administrators);
- subjects who, in providing services to the Company, process data on behalf of the Company and typically act as data processors. The complete and updated list of the categories of managers is present in the privacy area of the Data Controller's website;
- entities and authorities, which normally act as independent data controllers pursuant to art. 4, no. 7) of the Regulation, to which it is mandatory to communicate your Personal Data in accordance with the regulatory provisions applicable to the Company or by virtue of contractual obligations or in execution of pre-contractual measures.

As regards the possible transfer of Data to Third Countries, the Data Controller announces that the processing will take place according to one of the methods allowed by the law in force, such as the consent of the interested party, the execution of a contract concluded between the interested party and the data controller or the execution of pre-contractual measures adopted at the request of the interested party; the conclusion or execution of a contract stipulated between the data controller and another natural or legal person in favor of the data subject; the adoption of Standard Clauses approved by the European Commission, the selection of subjects operating in countries considered safe by the European Commission. It is possible to have more information, upon request, from the Data Controller at the contacts indicated above.

### **Methods of data processing**

In relation to the indicated purposes, the processing of personal data takes place using manual, IT and telematic tools with logic strictly related to the purposes themselves and, in any case, with methods that guarantee the security and confidentiality of the data, in addition to compliance with specific obligations sanctioned by law.

### **Retention of personal data**

Your Personal Data will be kept only for the time necessary for the purposes for which they are collected, respecting the minimization principle referred to in Article 5, paragraph 1, letter c) of the GDPR, and in any case no later than 90 days from the date of conferment, for legal proof needs. More information is available from the Data Controller.

In any case, the further conservation provided for by the applicable legislation, including that provided for by art. 2946 cod. civ.

**Your privacy rights (pursuant to articles 15 et seq. Of the Regulation)**

You have the right to ask the Data Controller, at any time, to access your data, to rectify or delete them, to request the limitation of processing or to oppose it, to obtain in a structured format, in common use and the data concerning you can be read by an automatic device in the cases provided for by art. 20 of the Regulation.

Requests must be sent in writing to the Data Controller at the following address [privacy.VOI@alpitourworld.it](mailto:privacy.VOI@alpitourworld.it) or to the DPO at the addresses indicated above.

In any case, you always have the right to lodge a complaint with the competent supervisory authority (Guarantor for the Protection of Personal Data), pursuant to art. 77 of the Regulation, if you believe that the processing of your data is contrary to the legislation in force.