

## **Information pursuant to art. 13 of EU Regulation 2016/679 ("Regulation" or "GDPR") Chat and Quote Service – WhatsApp Channel**

We inform you that, pursuant to Article 13 of EU Regulation 2016/679 (hereinafter, the "Regulation" or "GDPR"), your Personal Data is processed by VOIhotels S.p.A. as the data controller ("Alpitour" or "Controller").

The Data Protection Officer (hereinafter, the "DPO") is: [DPO@voihotels.com](mailto:DPO@voihotels.com). Your personal data will be processed by the Controller to:

- manage requests for information;
- respond to your request for An offer, for which you will be asked to provide additional information. A notification email will be sent one day before the offer expires.

The legal basis for processing your data is the performance of a contract to which the data subject is a party or pre-contractual measures taken at the request of the data subject (Article 6, paragraph 1, letter b) of the Regulation).

Your personal data may be shared with natural persons authorized by the Data Controller to process personal data pursuant to Art. 29 of the GDPR in the performance of their professional duties (e.g., employees and system administrators, etc.); service providers who typically act as data processors pursuant to Art. 28 of the Regulation; and individuals, entities, or authorities to whom your personal data must be disclosed pursuant to legal provisions or orders from authorities.

The complete and updated list of Data Processors is available in the privacy area of the Data Controller's website.

Regarding any transfer of Data to third countries, the Data Controller hereby declares that the processing will be carried out in accordance with one of the methods permitted by applicable law, such as the data subject's consent, the performance of a contract entered into between the data subject and the data controller, or the implementation of pre-contractual measures adopted at the data subject's request. the conclusion or performance 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 entities participating in international programs for the free flow of data or operating in countries deemed safe by the European Commission. Further information is available upon request from the Data Controller using the contact details above.

Your personal data provided through the chat channel will be retained only for the time necessary for the purposes for which it was collected, in compliance with the data minimization principle referred to in Article 5, paragraph 1, letter c) of the GDPR, and in any case no longer than 90 days from the date of provision, for legal proof purposes, pursuant to the Data Controller's legitimate interest in defending itself in court (Article 6, paragraph 1, letter f) of the Regulation).

Regarding the quote, the Data Controller informs that it will be retained until the departure date indicated therein and will be deleted if the quote is not confirmed. Further information is available from the Data Controller.

In relation to the purposes indicated, personal data is processed using manual, computerized, and electronic means, with logic strictly related to those purposes and, in any case, in a manner that guarantees the security and confidentiality of the data, in addition to compliance with specific legal obligations.

You have the right to request from the Data Controller, at any time, access to your personal data, its rectification or erasure, or to object to its processing; You have the right to request restriction of processing in the cases provided for by Article 18 of the Regulation; to withdraw the consent given pursuant to Article 7 of the GDPR at any time; to obtain the data concerning you in a structured, commonly used, and machine-readable format, in the cases provided for by Article 20 of the Regulation; and to lodge a complaint with the competent supervisory authority pursuant to Article 77 of the GDPR (Italian Data Protection Authority) if you believe that the processing of your data infringes applicable law.

You have the right to submit a request to object to the processing of your data pursuant to Article 21 of the GDPR, providing details of the reasons justifying your objection. The Data Controller reserves the right to evaluate your request, which will not be accepted if there are compelling legitimate grounds for the processing that override your interests, rights, and freedoms. Requests should be addressed in writing to the Data Controller at [privacy.voi@alpitourworld.it](mailto:privacy.voi@alpitourworld.it) or to the DPO at the contact details above.