



NOTICE ON THE PROCESSING OF CUSTOMERS' PERSONAL DATA

Dear Customer,

Astir Odysseus Hotel in compliance with the Greek and European legislation on personal data protection, fully respects the rights concerning your personal data. To this end, it has developed and applies a thorough Policy for the Processing of Clients' Personal Data. Within the framework of this Policy, the company informs you that it processes your personal data in the following ways and for the following purposes.

This information concerns data for which OCCIDENTAL, the owner and managing company of the hotel, acts as Data Controller. For third-party companies operating on the hotel premises, which act as independent Data Controllers, we encourage you to be informed about the processing of your personal data by them.



Which data do we collect for you and how?

- **Identification information** (Full Name, Nationality, Age, Identity Card/Passport details, Travel Visa details (where necessary))
- **Contact details** (Telephone number, E-mail address, Street address)
- **Transactions data** (Bank Card details)
- **Data on additional guests** (Name of additional guests, Age of children)
- **Data from closed circuit television (CCTV)** systems operating in the hotel

We may collect sensitive personal data, through the notes field in which each customer can fill in things that the hotel should be aware of. In particular we may process:

- **Data on health** (Disabilities, Special health issues, Allergies)
- **Data on religious and/or philosophical beliefs** (Through eating habits or through the performance of specific ceremonies)

We collect your data:

- In-person
- By telephone.
- By email



- Online booking via the hotel's website
- Through travel agents
- Transfer from third party online booking channels (booking etc.)
- Material from closed circuit television (CCTV) systems



Who processes your personal data?

Data Controller for your data is "OCCIDENTAL S.A." with registered offices at Kos, Mpamialiki 85300, with VAT 998922193

Your data are processed by:

- The hotel's qualified staff with graded access
- Microsoft, which provides us with essential IT software
- Epsilon Net & Entersoft which provide us with the accounting software for the transmission of data to the tax authorities
- Microsoft, as provider of the corporate email addresses
- The Webhotelier Platform, our booking management software
- The Fidelio Platform, our hotel management software provided by Oracle Corp.
- The Bank (Alpha Bank & National Bank of Greece)

There are also parties that process your data but operate as separate Data Controllers. These are:

- - The Company that handles your transfers



Why do we process your data and on which legal basis?

| Σκοπός | Νομική βάση |
|--|---------------------------|
| To carry out our contractual obligations (e.g. to make a reservation, make payments, etc.) | Performance of a contract |



Astir Odysseus
RESORT & SPA
★★★★★
Kos, Greece

| | |
|---|--|
| To fulfil our legal obligations (e.g. tax legislation) | Legal obligation |
| To provide the best treatment to our guests (including their diet) | Performance of a contract & Consent for sensitive data (regarding eating habits) |
| To provide privileges to our customers (e.g. special pricing policy) | Performance of a contract & Company's legitimate interests |
| To ensure maximum safety during the stay of our guests | Company's legitimate interests |
| To ensure the business continuity of the company | Company's legitimate interests |



For how long and where do we keep the data?

Διατηρούμε τα δεδομένα για:

| | |
|---|--|
| Identification information & Contact details | 10 years from the end of your stay |
| Transactions data | For 15 years from the execution of the transaction for compliance with tax legislation and any legal claims Για 15 έτη από την εκτέλεση της πληρωμής για συμμόρφωση με τη φορολογική νομοθεσία και τυχόν νομικές αξιώσεις |
| Data on health & Data on religious and/or philosophical beliefs | Until the end of stay |



Astir Odysseus
RESORT & SPA
★★★★★
Kos, Greece

Data from closed circuit television (CCTV)

For 5 days from monitoring. Exceptions are defined in the CCTV Systems Policy

We keep your personal data within the European Economic Area. The companies acting as Data Processors do not retain data after their deletion by OCCIDENTAL.



What rights do you have?

You may ask us:

- To provide you with a copy of the personal data we have for you
- To correct some data if it is not correct
- To erase your data
- To stop processing your data or delimit its processing to certain uses
- To send your data to another company or entity through a logical means
- To ask for human intervention if the processing is conducted by automated means
- To withdraw your consent if you have given it to us (i.e. photos and videos use)



How can you exercise your rights?

If, at any time, you would like to exercise your rights or ask any question regarding your personal data, please refer to the email address dpo@astirodysseuskos.gr.

We will respond to you within 30 days from the reception of your request.

If you feel that the protection of your personal data has been violated, you may file a complaint with the Greek Data Protection Authority (www.dpa.gr).