



Privacy policy

1. Introduction

The privacy policy provides information on which of your personal data Family Heritage - Hotel Heritage Belgrade processes, in which ways and for which purposes, as well as which rights you have in relation to the processing of your personal data.

Personal data or any data that identifies you or that can identify you, such as your first and last name, date of birth, postal address, e-mail or physical address, telephone number, IP address, number of your payment card or bank account, etc.

2. Data controller

The controller of personal data is Family Heritage doo, Mije Kovačevića 7a, Belgrade, Tel: 011/715 10 60 e-mail: info@heritagebelgrade.com

3. Collecting and processing of personal data

The protection of your personal data is of particular importance to us. Your personal data will be processed only to the extent permitted by law, as long as it is necessary to fulfill the respective purpose (such as: registering guests in our accommodation facility and before the competent authorities, providing services, sending informative materials such as newsletters, conducting SMS campaigns, etc.).

a) Personal data that we collect and process for the purpose of fulfilling our legally prescribed obligations, i.e. registering the guest accommodation facility with the competent authorities of the Republic of Serbia: – name and surname; – Date of Birth; – place of birth; – place of residence: town, country, postal code; – citizenship; – gender; – length of stay in our hotel; – data on identification document (identity card and passport)

The above-mentioned data is processed in order to fulfill our legal obligation to report foreign guests to the competent authorities of the Republic of Serbia.

b) Personal data that we collect and process for the purpose of fulfilling our contractual obligations to you, that is, when we registered you in our facility and provided you with our services: – name and surname; – gender; – address; – data on an identification document (identity card and passport); – E-mail address; – phone number; – Credit card number and payment information; – Your possible preferences regarding the type of person, additional packages, etc.

The above-mentioned data is processed on the basis of the contract that we conclude with you, and in order to provide our paid services.

c) Personal data that is processed in order to provide you with information about personalized offers and staff of your accommodation facility.

d) Data that we collect and process in order to promote events held in our accommodation facility. We have a legitimate interest in photographing the participants of events and courses held in our

facility, in order to publish such photographs on our website for marketing purposes. If you do not agree with the above, you can submit an objection to the processing and publication of photos at any time at the reception of the facility or via e-mail.

e) Data that we collect and process for the purpose of ensuring the safety of people in our accommodation facility.

In order to ensure your safety, we have a legitimate interest in performing video surveillance, which can be installed at the entrance of the facility, the reception, the kitchen areas, around the staff area.

We store videos for a maximum of 30 days.

4. With whom do we share your personal data?

We do not share your personal data with third parties, except in the following cases: – in order to fulfill our obligations prescribed by law, such as cooperation with the competent police and criminal authorities; – How we can provide you with services outside the area of the accommodation facility, based on your request (e.g. organizing taxi transportation, restaurant reservations, etc.);

– in urgent cases, in a situation where we have to forward your data to authorized medical personnel in order to protect your vital interests; – the basis of your consent; – in order to charge you for our services, we share your bank details with providers of electronic payment services.

5. Duration of processing

We keep your personal data for the periods prescribed by law, or as long as is necessary to fulfil the purpose for which we process the data.

6. Data security

We care that your data is safe and protected. Accordingly, we have implemented appropriate technical and organizational measures to ensure your personal data from accidental or intentional manipulation, loss, destruction, alteration and unauthorized disclosure.

7. Taking your data out of the Republic of Serbia

All your personal data that we process is located on servers located in the territory of the Republic of Serbia, and we do not intend to take your data out of the Republic of Serbia.

8. Your rights

Regarding the processing of your data, you have the following legal rights:

a) Copy of Personal Information Data

If you want us to provide you with a copy of your personal data as we process it, you can contact us with a request for such a copy.

b) Legal access

You have the right to request information from us about whether we are processing your personal data and you have the right to access your data.

c) Legal correction

You have the right to contact us with a request for correction or addition of such data, if you believe that your data about the person who is processing the currency is complete.

d) The right to erasure and the right to limit processing

If you want to limit the processing of your personal data, that is, you want us to delete it and stop processing it, you can contact us with the appropriate request, and we will comply with it in accordance with the law.

e) Legal portability of data

You have the right to request from us that you receive the personal data that you have provided to us in a structured, commonly used electronically readable form, and the right to transfer this data to another user without interference.

f) Legal objection

If you believe that it is justified, you have the right to object at any time to the processing of data that is necessary for the realization of our legitimate interests, and we will if there are legal reasons for it, stop such processing.

You have the right to object to direct marketing, i.e. promotional e-mails, text messages or newsletters that we send you, i.e. you have the right to object to profiling at any time without stating the reason for the objection.

g) The right to revoke consent

In cases where we process your data on the basis of consent, you can withdraw your consent at any time, and we will no longer process it on the basis of your consent.

h) Legal complaint

If you believe that we are processing your data in violation of the law, you have the right to file a complaint with the Commissioner for the Protection of Personal Data, in accordance with the law.

9. Exercising Your Rights

In order to exercise the above rights, please contact us via the e-mail address:

info@heritagebelgrade.com

In the event that you contact someone about your rights and if we cannot identify you based on the information we have, there is a possibility that we will have to request additional information from you in order to comply with your request in accordance with the law.

10. Amendments to the Privacy Policy

If we decide to change the Privacy Policy, we will post all the changes here, and we encourage you to view any changed versions of the Privacy Policy from time to time. In the event that new changes to the Privacy Policy require new ways of processing your personal data for which, in accordance with the law, your consent is required, we will subsequently request such consent from you.