



Dear Data Subject,

This notice is provided within the framework of Regulation (EU) 2016/679 (GDPR) and in accordance with the applicable legislation on personal data security, Italian Legislative Decree No. 101/2018, to provide you with all information concerning the processing of your personal data in relation to the use of our website www.hotiday.com and the services we offer.

The Data Controller is Hotiday S.r.l., with its registered office at via Giovanni Porzio no. 4, Napoli (NA), VAT no. 10011061214, represented by the Chair of the Board of Directors, Federico di Carlo.

Use of the website:

Please note that this notice applies only to hotiday.com and not to other websites that users/visitors may access through any links provided.

As Data Controller, Hotiday S.r.l. undertakes to ensure compliance with the applicable legislation on personal data security. Maintenance and content management are carried out internally by appropriately trained and authorised staff.

The website is hosted at an Amazon Technologies Inc. server farm located within the European Union, where processing takes place solely in connection with technical services.

Browsing data

During their normal operation, the IT systems and software procedures used to operate the website may acquire certain personal data whose transmission is implicit in the use of Internet communication protocols. This information is not collected to be associated with identified data subjects, but, by its nature, could allow users to be identified indirectly through processing and association with data held by third parties (IP addresses, domain names of the computers used to connect, operating system and browser used, time-related data, etc.). These data may only be used for statistical information (therefore in anonymous form) and to check that the website is functioning correctly. They are retained for a limited period and may neither be disclosed to third parties nor disseminated.

Cookie data

Cookies are small text strings that visited websites place on users'/visitors' computers to improve browsing and, where applicable, monitor usage. Some may be sent back to the same websites when the same user next visits, to enable recognition and improve website operation, such as cookies that speed up browsing or display content of greater interest to the user based on previous choices. When browsing a website, users may also receive cookies on their device that are sent by other websites or web servers (so-called "third parties").



The website www.hotiday.com uses two different types of cookies: it uses session cookies to enable safe and efficient browsing, identify the country from which the user/visitor is connecting, keep the user/visitor logged in during the session, allow the user/visitor to register and access their account, and enable them to complete their requests. These cookies are not stored permanently on the computer and disappear when the session is closed.

The website may also use persistent cookies to customise users'/visitors' browsing according to the device used (computer, tablet or smartphone), cookies to analyse visits, and cookies to enable content sharing through social networks or email. These cookies are stored persistently on users'/visitors' computers and have varying lifespans.

On their first visit, users/visitors can choose whether or not to allow the installation of the available cookies and/or view the Cookie Policy, which contains full details and explains how to give or refuse consent.

Links to third-party websites

The Data Controller reserves the right to use and/or present third-party services on its website.

These parties' websites may adopt different and independent criteria for managing personal data. Accordingly, the Data Controller disclaims any responsibility for the activities and content of those linked websites.

Use of our services:

Data subjects wishing to use our services are required to provide personal identification and contact details, as well as billing and payment method information, so that we can book their stay with our partners and send communications concerning the organisation of the service and booking confirmation. In this case, the legal basis is that set out in Article 6(1)(b) of the GDPR, namely the performance of a contract to which the data subject is a party.

If you wish to provide us with additional personal data, including special categories of data (so-called "sensitive data"), you may do so in the notes field during booking. In this case, the purpose will be to handle your explicit request, and consent to disclose the data to the accommodation establishment with which you are booking will be deemed to have been implicitly given.

Finally, if you wish to receive communications containing offers, promotions or benefits reserved for you, and therefore for marketing purposes, you must give us your consent by ticking the relevant box during booking.



Disclosure and dissemination

Your personal data will not be disseminated under any circumstances.

Data that must be provided may only be disclosed to partner accommodation establishments, which act as independent data controllers, or to third parties responsible for managing administrative, financial and accounting matters, with whom Hotiday has signed a specific Data Protection Agreement.

Any external parties to whom data may be disclosed to manage additional services at the customer's explicit request, as part of the "Digital Consierge" service, process the data as controllers or processors, depending on their role and the circumstances.

A complete and up-to-date list of the parties processing data as processors is available from Management upon request.

Processing methods

All processing is carried out using automated tools (e.g. electronic procedures and media) and/or manually (e.g. on paper), for no longer than is strictly necessary to achieve the purposes for which the data were collected and, in any event, in accordance with the applicable legal provisions.

Specific security measures are implemented to prevent data loss, unlawful or improper use of data, and any unauthorised access.

Data subjects' rights

Finally, we inform you that you have the right to access your personal data, request rectification, erasure, portability or restriction of processing, or object to processing, as provided for in Articles 15 to 22 of the Regulation, and to lodge a complaint with a supervisory authority in accordance with the applicable procedures. Our Data Protection Officer (DPO), Studio Figurati S.r.l.s., can be contacted by email at dpo.hotiday@figurati.it

We would like to take this opportunity to thank you and wish you a pleasant stay with our partners.

Management.