

# Hotel Quattro Stagioni di Manara Nadia & C. s.a.s.

Borgo Garibaldi 23/25 - via Dante Alighieri 10- 37011 Bardolino/Lago di Garda - Italy  
info@hotel4stagioni.com  
VAT No. 00258640234

This information statement was drafted by **Hotel Albergo Quattro Stagioni** with offices located in Borgo Garibaldi 23 - 37011 Bardolino (VR), in its capacity as **Data Controller** of the personal data pursuant to the General Data Protection Regulation EU 679/2016. In accordance with articles 13 and 14 of the General Data Protection Regulation, all users of the website [www.hotel4stagioni.it](http://www.hotel4stagioni.it) are informed that Hotel 4 Stagioni is the Data Controller of their personal data and that this data will be processed manually or using IT tools. The information statement is made exclusively for the website [www.hotel4stagioni.it](http://www.hotel4stagioni.it) and not for the other websites that the user visits through the links of said website.

The data gathered while browsing in the website [www.hotel4stagioni.it](http://www.hotel4stagioni.it) include the following:

- **Browsing data:** The information systems and software procedures set out to run this website collect personal data during the website's standard operation and the disclosure of several information is implied in the use of internet communication protocols. These are data that are collected to then be associated to identifiable users, but that due to their nature, they could allow the identification of users through processing and by associating it with data held by third parties. The data collected includes IP addresses and computer domain names used by users who log on to the website, URI (Uniform Resource Identifier) addresses of accessed resources, the time of the request, the method used to submit the request to the server, the size of the file obtained in response, the code number indicating the status of the response given by the server (success, error, etc.) and other parameters relating to the user's operating system and IT environment. This data is processed for the sole purpose of collecting statistical information relating to the use of the website and to ensure its proper operation. The data could be used to ascertain liability in case of alleged computer-related crimes to the detrimental of the website.
- **Information provided voluntarily:** Users are given the chance to provide their personal data in the "contact" section, using the provided form or by email. The voluntary provision of said data, even by sending an email to the email address provided in the domain hotel4stagioni.it, will require the acquisition of said data by the Data Controller with the sole purpose of fulfilling the Data Subject's requests. If during a later phase, a contract is drawn-up between the user and the Data Controller, the user will be given another specific information statement.
- **Cookies:** What are cookies?

Cookies are small text files containing a string of characters that are sent to the user's computer when browsing a website. When users visit the same website again, the cookies will allow said website to recognise the user's browser. Cookies are useful because they allow a website to identify the user's device. Cookies allow the user to browse between pages in the most efficient manner and remember the user's preferences. Cookies that are sent to the user's computer as part of our activity, are subject to processing pursuant to principles of correctness, lawfulness, transparency and protection of the user's confidentiality and rights. These types of cookies do not save personal data; therefore, the cookies that we use are not attributed to a certain person and hence not attributed to the Data Subject. This website uses technical cookies. These cookies are crucial for the proper operation of our website. Without these cookies, the user would not be able to browse the website or use any of its functions. We use session cookies that are not permanently stored on the user's PC and are deleted when the browser is closed. These cookies are strictly limited to the transfer of identification details of the session (consisting of random numbers generated by the server) that are required to allow a secure and efficient browsing of the website. Essential cookies allow the system to remember the information provided when going from one page to another in the booking process, or allow the user to browse based on a series of criteria chosen to improve the offered services (for example, save the preferred language or products selected for the purchase or booking).

It allows for cookies installed on the user's computer to be blocked or deleted by changing the browser's settings. Below, instructions for setting up cookies based on the type of browser used:

Firefox:

1. Open Firefox
2. Press the "Alt" button on the keyboard
3. From the toolbar located in the upper part of the browser, select "Tools" then "Options"
4. Then select "Privacy"
5. Go to "History Settings:" and then to "Use Customized Settings". Uncheck "Accept cookies from websites" and save the preferences.

For more information, click on the following link <https://support.mozilla.org/it/kb/Attivare%20e%20disattivare%20i%20cookie> <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en-GB>

Internet Explorer:

1. Open Internet Explorer
2. Click on "Tools" and then on "Internet Options"
3. Select "Privacy" and move the slider to the privacy level that you wish to set (to the top to block all cookies or to the bottom to allow all cookies)
4. Click OK

For more information, click on the following link: <http://windows.microsoft.com/it-it/windows7/how-to-manage-cookies-in-internet-explorer-9>

Google Chrome:

1. Open Google Chrome
2. Click on the "Tools" icon
3. Select "Settings" and then "Advanced Settings"
4. Select "Contents Settings" under "Privacy"
5. From the tab "Cookies" you can uncheck the cookies and save the preferences

For more information, click on the following link <https://support.google.com/chrome/answer/95647?hl=it>

Safari:

1. Open Safari
2. Choose "Preferences" from the toolbar then select the "Security" tab in the dialogue box
3. From the "Accept Cookies" tab you can specify whether and when Safari must save cookies from websites. For more information, click on the Help button (question mark icon)
4. For more information on cookies that are saved on your computer, click on "Show Cookies"

For more information, click on the following link [https://support.apple.com/kb/PH5042?locale=en\\_US](https://support.apple.com/kb/PH5042?locale=en_US)

If you use Opera you can find information on how to enable or disable cookies by following this link: <https://help.opera.com/en/latest/security-and-privacy/>

Accepting cookies is not a necessary condition to browse our website; however, disabling cookies may compromise some features of the website.

The data in the cookies may be disclosed to certain parties in order to fulfil obligations of law; however, cookies will not be subject to dissemination in any way.

When browsing our website, "third party" cookies will be saved in the user's device, for example:

Analytics Cookies which are installed on the user's system by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). These cookies are used to save information that does not allow the personal identification of users and are saved in Google's servers. For more information about a consent request or about the information statement, consult the general rules of Google that can be viewed at the following links <http://www.google.it/policies/privacy/> and [http://www.google.com/intl/it\\_it/analytics/learn/privacy.html](http://www.google.com/intl/it_it/analytics/learn/privacy.html)

To prevent usage of own data by Google Analytics, consult this link <https://tools.google.com/dlpage/gaoptout?hl=it>.

The DoubleClick cookie by "Google" is used to activate tasks such as remarketing for products like AdWords on the Google Display Network. For more information, visit the following link: [www.google.com/ads/preferences/html/opt-out.html](http://www.google.com/ads/preferences/html/opt-out.html)

Our website uses Social Plugins ("Plugins") of various social networks. With the support of these plugins, users can for example share contents or recommend products. If when interacting with plugins the "like" button from Facebook is used or if a comment is made, the information is sent by the browser directly to the social network which will save the information. Click on the following links for more information on the purpose and scope of data collection and subsequent processing and use of data through major social media networks:

Facebook: <https://www.facebook.com/policies/cookies/>

Google+: <https://www.google.com/intl/it/policies/privacy/>

Twitter: <https://twitter.com/privacy>

Tripadvisor: <https://www.tripadvisor.it/pages/privacy.html>

Booking: <http://www.booking.com/content/privacy.it.html>

The website [www.hotel4stagioni.it](http://www.hotel4stagioni.it) also uses own or third party cookies for marketing and profiling purposes where the user has the right to either give or deny their consent:

- Retargeting Advertising Cookies: these cookies are stored on the user's system and when browsing on third party websites, allow the user to see advertising regarding products that the user has previously viewed on the website [www.hotel4stagioni.com](http://www.hotel4stagioni.com)

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- Profiling Cookies: these cookies monitor the browsing of the user in the website, adapting it to the user's specific preferences with the purpose of sending targeted advertisement or offering specific services to the user.

Name of cookie	Category	Provider	Required consent	Type	Expiration	Purpose	Data sent to
_ga	Statistics	hotel4stagioni.it	No	HTTP	2 years	It records a unique ID that is used to generate statistical data on how visitors use the website	Germany
_gat	Statistics	hotel4stagioni.it	No	HTTP	1 day	Used by Google Analytics to limit the number of requests	Germany
_gid	Statistics	hotel4stagioni.it	No	HTTP	1 day	It records a unique ID that is used to generate statistical data on how visitors use the website	Germany
HEX (32)	Not classified	hotel4stagioni.it		HTTP	Session		Germany

## Purpose of data processing:

1. Apart from what is specified for the browsing data and for cookies, with regards to data sent spontaneously through website forms or by email, the purposes of data processing are those to fulfil the requests of the Data Subject and possibly in the subsequent phase, to establish a contract and fulfil obligations of accounting, taxing and administrative laws.
2. Personal data may be used even for purposes of sending information and advertising material or for marketing communications (even by registering to the newsletter) concerning new services or offers or updates and new information on services and offers already existing, including greeting cards. For this specific purpose, the consent of the Data Subject is required. Keep in mind that the consent can be withdrawn at any time (by forwarding a request to the Data Controller using the respective contact details) without for this to jeopardise the lawfulness of the data processing made before said withdrawal.

## Data Processing Methods:

The data is processed using computer and paper-based instruments and using techniques and procedures aimed at guaranteeing the confidentiality of the data. Only personal data required to fulfil pre-contractual, contractual and low obligations are processed, in compliance with principle of data minimisation of personal data processing.

## Disclosure and dissemination of personal data to pursue the primary purposes of the processing

Data will not be subject to dissemination, but may be disclosed to any third party whenever disclosure is mandatory pursuant to law.

The data may be disclosed to persons assigned by the Data Controller, internal or external, who are provided with specific instructions (by way of example but not limited to: tax and accounting consultants, legal consultants, IT consultants, etc.), as well as persons (chosen and authorised by the Data Controller) for whom the transfer of data is required or is functional for carrying out the activities of the undersigned company.

## Mandatory and optional provision of data and consequences for failing to provide the data

The provision of data for the purposes outlined in part 1 above is mandatory. Failing to provide said data will result in the inability to fulfil the user's requests or the inability to establish a contract.

The provision of the data for the purposes envisaged in part 2 is not mandatory.

## Preservation Period

The personal data will be preserved for the entire time necessary to fulfil all the obligations required to comply with the Data Subject's requests.

Any consent given shall be valid until withdrawn by the Data Subject.

## Transfer of data to non-EU countries

It is not required for the Data Controller to transfer the data provided by the Data Subject to non-EU countries.

## Rights of the Data Subject

The Data Subject may exercise the following rights:

- The right to access the data (article 15 of the GDPR EU) (the right to be informed about the processing of own Personal Data and possibly receive a copy);
- The right to rectify own Personal Data (article 16 of the GDPR) (Data Subjects have the right to rectify inaccurate personal data concerning them);
- The right to erasure of own Personal Data without unjustified delay ("right to be forgotten") (article 17 of the GDPR) (Data Subjects have and will have the right to erase their own personal data);
- The right to restrict the processing of own Personal Data in the cases envisaged in article 18 of the GDPR, including the case of unlawful processing or dispute on the accuracy of the Personal Data on the part of the Data Subject (article 18 of the GDPR);
- The right to data portability (article 20 of the GDPR), Data Subjects may request the Data Controller personal data in a structured format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided pursuant to said article;
- The right to object to the processing of own Personal Data (article 21 of the GDPR EU) (Data Subjects have and will have the right to object to the processing of their own personal data);
- The right not to be subject to a decision based solely on automated means (article 22 of the GDPR EU) (Data Subjects have the right not to be subject to a decision based solely on automated means);
- The right to lodge a complaint with the control authority, namely the Data Protection Authority [www.garanteprivacy.it](http://www.garanteprivacy.it).

## Automated decisional process, profiling

Except for what is specified on cookies, any processing that requires automated decisional processes are not used, including profiling.

## Data controller

The Data Controller is Albergo Quattro Stagioni di Manara Nadia & C. s.a.s. - Borgo Garibaldi, 23 - 37011 Bardolino (VR).

## Data controller contact details

To exercise your rights and learn about the updated list of data processors please send an email to the following address: [info@hotel4stagioni.com](mailto:info@hotel4stagioni.com).