



# Privacy Policy

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## **Preface**

Queen Hotel Café Restaurant processes information about individuals on a daily basis, in compliance with the law. Queen Hotel Café Restaurant respects the privacy of the persons about whom it receives information and treats the information in strict confidence. In this privacy statement we explain which personal data we process and for what purposes.

The privacy statement does not apply to the processing of personal data by third parties, such as companies and / or websites that offer travel or travel packages. We recommend that you read the privacy statement carefully.

Queen Hotel Café Restaurant, located at Markt 7 in 5611EB Eindhoven, Chamber of Commerce number 17077592, email address: [info@queeneindhoven.nl](mailto:info@queeneindhoven.nl), is responsible for the processing and storage of your personal data. If you have any questions about the content of the privacy statement, please contact [privacy@queeneindhoven.nl](mailto:privacy@queeneindhoven.nl)

## **1. Personal data**

At different times we are obliged to ask you, as a guest of Queen Hotel Café Restaurant, for information about you and / or your family members, such as:

- Contact details (e.g. last name, first name, telephone number, e-mail)
- Personal data (e.g. date of birth, nationality)
- Information related to your children (e.g. first name, date of birth, age)
- Your credit card number (for transactions and reservations)
- Your arrival and departure dates
- Your questions / comments during or after a stay at Queen Hotel Café Restaurant

The information collected with regard to persons under the age of 18 is limited to their name, nationality and date of birth. This information can only be provided to us by an adult. We would appreciate it if you can ensure that your children do not send us any personal information without your consent (especially via the Internet). If this information has nevertheless been sent, you can send an email to [privacy@queeneindhoven.nl](mailto:privacy@queeneindhoven.nl) to have this information removed.



We do not collect sensitive information, such as data on race, ethnicity, political views, religious or philosophical beliefs, trade union membership, health, sexual orientation, etc.

We only process health data on the basis of your permission in order to provide you with a better service, for example to provide access for disabled people. In addition, we are legally obliged to verify your identity. We will do this on site at the hotel on the basis of an identity document presented by you. We do not make a copy of this. These data are only used internally and are not passed on to other organizations for commercial purposes.

#### **Camera surveillance**

Queen Hotel Café Restaurant uses CCTV to the extent necessary to secure its properties and protect its guests. By means of the camera images, Queen Hotel Café Restaurant gains insight into the activities of people.

#### **(Direct) Marketing**

To make offers that interest you, we collect commercially interesting information about individuals, such as demographic data. We may collect information about you from third parties, including information from our partners and social media sites in accordance with your settings on such websites.

#### **Social media**

Queen Hotel Café Restaurant can be found on various social media, such as on Facebook. We may use your personal data when you use functions on these websites and / or apps, such as a "Facebook like". If such a function is used by you, we may obtain your personal data through our relevant social media.

#### **Application procedure**

Queen Hotel Café Restaurant collects and processes data from applicants by means of personal contacts, by post, by e-mail and / or telephone conversations. We collect, among other things, the name, gender, contact details, motivation letters, information about the level of education and employment history of the applicant. These data are relevant for completing the application procedure and will be deleted no later than 4 weeks after the procedure has ended. If you give permission, Queen Hotel Café Restaurant can store your personal data longer in its administration, so that you can be contacted again in the future.

### **2. Recipients**

We do not share your personal data with companies, organizations and individuals outside of Queen Hotel Café Restaurant, except in one of the following circumstances.

#### **Performance of an agreement**

Disclosure of your personal data to third parties is permissible where this is necessary to fulfill our contractual obligations to you. Part of this is processing your reservation. If it is necessary for the payment of bookings, we use a third party for the processing of online payments

#### **Other parties**

With your permission we can pass on your personal data to other parties. The permission only applies if it is clear what you are giving your permission for and what the consequences are.

#### **For external processing**

We provide personal data to our partners so that they can process data for us, based on our instructions and in accordance with our privacy policy and other appropriate confidentiality and security measures. Our partners include our IT suppliers and manager of the CRM system.

#### **For legal reasons**

We share personal information when we believe that disclosure of the information is necessary to comply with applicable laws, regulations, legal process or requests from government agencies.

#### **Legal obligation**

If a legal obligation requires this from us, we will provide your personal data. For example, it is possible for the police to request data from us in the context of a fraud investigation. Another example is that under Article 47 of the General State Taxes Act, the tax inspector can demand all information necessary to levy tax. Finally, the municipality can also request the provision of information to check the tourist tax assessment. Queen Hotel Café Restaurant makes agreements with the recipients of your personal data to ensure that the personal data is treated confidentially and is secured.

### **3. Retention period**

We do not store your personal data longer than necessary (up to 2 years after your last reservation), unless we have a legal obligation to keep your personal data longer. Our basic principle is that we only keep personal data for as long as is necessary to provide you with our products and / or services.



#### **4. Cookies**

Queen Hotel Café Restaurant uses cookies. A cookie is a small text file that is stored on the visitor's device (electronic device) during the first visit to a website. The purpose of cookies is to collect information about someone, the website or statistics. Some cookies also aim to improve the user experience of the website.

##### **Types of cookies**

We distinguish between functional and non-functional cookies. We always place functional cookies. These are necessary for the website to work properly. Non-functional cookies process personal data outside your field of vision. These mainly enable us to improve our services. This allows us, for example, to measure how often our website is used and what information visitors are looking for. We always ask for your permission to request non-functional cookies. We use the following non-functional cookies.

##### **Analytical cookies**

With analytical cookies we collect statistics about the use of the website by the users. By measuring website usage, the website can be improved for the benefit of the users.

- Among other things, the following data is stored:
- the IP address, which is made anonymous;
- technical characteristics, such as the browser you use;
- from which page you came to the webshop.
- Tracking cookies

These are cookies that are placed to identify an internet user on a website. By placing tracking cookies we can keep track of which internet pages you visit. We can deduce your preferences and interests from the information about your website visits. Based on this, we can make you personal offers.

##### **Block and delete cookies**

If you do not want our website to be able to store cookies on your computer, you can indicate this in the cookie notification that you will see when you visit our website.

You can also choose to block the placing of cookies via your browser. Do you block all cookies? Then our website will work less well. We recommend that you only selectively disable unwanted cookies. You can do this in your browser settings.

#### **5. Your rights**

You have a number of legal rights towards us: inspection, correction or addition, data erasure, restriction of processing, transfer of digital data and the right to object. We will explain those rights below. We also explain how you can exercise these rights against us.

##### **Right of access**

At your request, we will inform you in writing whether we process your personal data. With your request, you must identify yourself by means of a copy of your driving license or identity document. In our response, we explain which of your personal data we have processed or are still processing, and we will give you a copy of it. We also explain for what purposes the data has been or will be processed, with whom the data will be shared, how long it is expected to be stored, and what other rights you can assert.

##### **Improvement or supplement**

If you have received access to the processing of your personal data, you can request us to correct inaccuracies or complete incompleteness. We motivate our response. If we make improvements, you will receive an additional statement from us. Any recipients of your incorrect or incomplete data will also receive this statement.

##### **Data erasure**

You can request us to delete your personal data in our systems in one or more of the following cases:

- the personal data are no longer necessary for the purposes for which we processed them;
- you withdraw your consent for (further) processing, and there is no other basis for processing anymore;
- you submit a motivated objection, and there are no compelling reasons not to honor your objection;
- the personal data has been unlawfully processed by us;
- we have to delete your personal data on the basis of a legal obligation;
- we have collected your data by means of mobile telephony or internet services.

##### **Restriction of processing**

If you have reported an inaccuracy or incompleteness in your personal data to us, you can request us to limit the processing for as long as we are dealing with your request. You may also ask us to restrict the processing of your data if you believe that we are processing your data unlawfully or no longer need it, or if you have objected to (further) processing thereof. After receiving your restriction request, we will only process the data after permission has been obtained or for important reasons (such as legal proceedings).

**Transfer digital data**

If you have provided personal data to us in a structured, commonly used digital file format, and we have processed your data with your consent or in the performance of an agreement with you, you have the right to request a copy of this data. In such cases, you can also ask us to forward your data directly to another service provider.

**Objection**

You may object to the processing of personal data relating to you at any time. This applies in particular to profiles that we have created based on your personal data. We will stop processing your data upon receipt of your objection, unless we can demonstrate compelling legitimate reasons that outweigh your interests, rights and freedoms.

If we process your personal data for direct marketing purposes, you may object to this at any time and we will immediately stop processing.

**Exercising rights**

If you would like to exercise one or more of your rights listed above, please contact us via the email address [privacy@queeneindhoven.nl](mailto:privacy@queeneindhoven.nl). Queen Hotel Café Restaurant will decide on your request within 4 weeks, unless we let you know within that period that we need a little more time.

Are your personal data processed on the basis of your consent? Then you have the right to withdraw your consent. Any withdrawal of your consent does not affect previous processing based on this.

**6. Liability**

Despite the care and attention given to the management of this website, it is possible that the site contains incorrect information. Queen Hotel Café Restaurant cannot be held liable for technical or editorial errors that occur in this website, nor for any consequential damage resulting from the use or the temporary unavailability of this website or the links to the websites of third parties.

**7. Complaints**

Do you have a complaint about the use of your personal data? Then we refer you to the complaints procedure at the Dutch Data Protection Authority. This body is authorized to take note of your complaint.

**8. Questions?**

Do you have any questions? Send an e-mail with your question to: [privacy@queeneindhoven.nl](mailto:privacy@queeneindhoven.nl)

This privacy statement is in accordance with the General Data Protection Regulation. We reserve the right to periodically update this privacy statement. The latest version will be published on this page.