

This website www.portobello-hotel.gr ("Website") is made available to you by Mycoroyal S.A., Mylos Boni Chora Mykonos Town, 84600 hereinafter referred to as "Portobello", "we" or "us". We comply with data protection legislation such as the EU General Data Protection Regulation, which regulates the processing of personal data relating to you and grants you various rights in respect of your personal data. The aim of this Privacy Policy is to inform you about how we will use your personal data you provide to us through this Website, in connection with hotel bookings, your stay at hotels of the Portobello group as well as personal data provided and/or collected by us through other channels. We also inform you about your rights under applicable data protection law with respect to the handling of your Personal Data by us. Before providing us with Personal Data we recommend that you read this Privacy Policy which also forms part of our Terms and Conditions that govern our hotel services.

For the purposes of this Privacy Policy, "Personal Data" means any information provided by you when interacting with us, for example through our Website or when calling us, or data is collected about you through your use of our Website and allowing you to be identified personally, either directly (e.g. your name) or indirectly, because the data references an identifier such as your name, an identification number, location data, an online identifier (e.g. telephone number) as an individual person. We may also collect personal data about you in other instances which relate to your stay at Portobello.

Whenever you navigate our Website, data about you is collected and processed. We collect the following data:

- Information related to the browser or device you use to access our website
- IP address
- Country you are browsing from
- Browsing habits, including sites visited
- Age
- Marital status, and
- Other demographics and statistical information

Every time you interact with us (e.g. booking a room through our Website, by phone or through a third-party provider, posting a comment on our blog, signing up for our newsletter) we may collect and process the Personal Data you provide to us.

When you book a room, we collect Personal Data, which includes:

- Your selected dates
- Number of rooms in the reservation
- Number of people in the reservation (adults and children)
- Age of children
- The rate/special offer selected
- Your full name

- Your address, including city and country
- Your e-mail address, and
- Your credit card details

Optional information

- Arrival Information
- Room, Bed type and/or other preferences
- Telephone/mobile

We use this Personal Data to handle your reservation and to establish and fulfil our contract with you. This includes verifying your identity, taking guarantee and/or payment information, and sending stay-related and/or marketing communication.

We take the protection of your Personal Data very seriously and therefore have kept the mandatory required fields to a minimum.

If you provide your contact information to us (e.g. when booking a service with), we may use this Personal Data to send you our newsletters and details of other special offers which may be of interest to you, based on previous interactions with us (e.g. bookings).

If you deactivate your account, your account will be set to inactive.

You can get in contact with us via our Website by using the “Contact Us” functionality, or by telephone. To contact us you are required to provide the following information:

- Your full name
- your e-mail address,
- Your enquiry, and

Any additional information (e.g. telephone or home address) is provided voluntarily.

We use your information to reply to your enquiry.

We may collect and process Personal Data about you, if it is relevant for your stay in the Portobello hotel or if it is in your interest. We may collect and process certain additional data to personalize your stay upon your express request and consent.

Where information is transferred outside the European Economic Area, we will ensure that appropriate safeguards are implemented. If your Personal Data is transferred to a country that is not subject to an adequacy decision by the EU Commission, data is adequately protected by EU Commission approved standard contractual clauses, an appropriate Privacy Shield certification or a third party’s Binding Corporate Rules.

Pursuant to applicable data protection law you have the right to: (a) Request access to your personal data (Art. 15 GDPR): You may have the right to obtain from us confirmation as to whether or not personal data concerning you is being processed, and, where that is the case, to request access to the personal data. The access information includes – inter alia – the purposes of the processing, the categories of personal data concerned and the recipients or categories of recipients to whom the personal data have been or will be disclosed. However,

this is not an absolute right and the interests of other individuals may restrict your right of access. You may have the right to obtain a copy of the personal data undergoing processing. For further copies requested by you, we may charge a reasonable fee based on administrative costs; (b) Request rectification of your personal data (Art. 16 GDPR): You may have the right to obtain from us the rectification of inaccurate personal data concerning you. Depending on the purposes of the processing, you may have the right to have incomplete personal data completed, including by means of providing a supplementary statement; (c) Request erasure of your personal data (Art. 17 GDPR): Under certain circumstances, you may have the right to obtain from us the erasure of personal data concerning you and we may be obliged to erase such personal data without undue delay; (d) Request restriction of processing of your personal data (Art. 18 GDPR): Under certain circumstances, you may have the right to obtain from us restriction of processing your personal data. In this case, the respective data will be marked and may only be processed by us for certain purposes; (e) Request data portability (Art. 20 GDPR): Under certain circumstances, you may have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format, and you may have the right to transmit those data to another entity without hindrance from us; and (f) Object to the processing of your personal data (Art. 21 GDPR): Under certain circumstances, you may have the right to object, on grounds relating to your particular situation, or, where personal data are processed for direct marketing purposes, at any time, to the processing of your personal data by us and we can be obliged to no longer process your personal data.

According to Art. 77 GDPR, you also have the right to lodge a complaint to the competent data protection authority if you consider that the processing of your personal data is not in accordance with the General Data Protection Regulation. The supervisory authority responsible for us is the Hellenic Data Protection Authority, Kifissias 1-3, 11523 Athens, Call Centre: +30-210 6475600, Fax: +30-210 6475628, E-mail: contact@dpa.gr.

If you have any further questions on your personal data which has been stored with us or would like to exercise your rights, please refer to our Data Protection Manager via the contact details stated below.

We will retain your personal data only for a limited period of time needed to fulfil the purposes of processing mentioned above. After that time your personal data will be erased. If we process your personal data based on your consent, we will retain your personal data for a limited period of time needed to fulfil the purposes of processing it.

Where we enter into a contract with you, we will keep your information for the duration of the contractual relationship you have with us, and, to the extent permitted, after the end of that relationship for as long as necessary to perform the purposes set out in this notice. The criteria to determine the storage period are statutory and contractual requirements, the nature of our relationship with you, the nature of the data concerned and the technical requirements. Laws may require us to hold certain information for specific periods.

Where we process personal data for marketing purposes or with your consent, we process the data until you ask us to stop and for a short period after this (to allow us to implement your requests). We also keep a record of the fact that you have asked us not to send you direct marketing or to process your data so that we can respect your request in future.

In other cases, we may retain data for an appropriate period after any relationship with you ends, to protect ourselves from legal claims, or to administer our business.