

TERMS OF PRIVACY PROTECTION

We care about protecting your privacy. Please, read following Terms of privacy protection carefully (hereinafter “Terms”).

These Terms fully describes how we collect, use, store and possibly publish your personal data when providing accommodation or other services at ForRest Glamping or other activities by the Operator. In case of any questions, inquiries or requests regarding privacy, please contact us at info@forrestglamp.sk.

In case, that in these Terms concepts “ForRest”, “we”, “us” and etc. are used, in those specific cases it represents the Operator, which has the position of The Controller for the purpose of performing GDPR to process your personal data.

For the purpose of these Terms, following concepts has meaning as described:

“Personal data” means every personal data which are related to a particular living natural person that is identifiable or could be identified by such data and which are processed by ForRest for any of the purposes specified in these Terms.

“ForRest Glamping” means the accommodation facility located at Počúvadlianske jezero 2832, Banská Štiavnica, which is operated by the Operator.

“Controller” means Pod Sitnom Glamping, s. r. o., with its registered office at Keltská 82, Bratislava - municipal district of Rusovce 851 10, ID No.: 52 174 654, a company registered in the Commercial Register of the District Court Bratislava I, Section Sro, Insert No. 134856/B, as the company that determines the purpose of processing Personal Data in accordance with these Terms and is the operator of the Forrest Glamping accommodation facility.

“Processor” means a person other than the Controller which in particular cases, processes personal data on behalf of the Controller.

“GDPR” means Regulation of European Parliament and of The Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

“Website” means website www.forrestglamp.sk or any other website that will be established in the future.

ForRest processes your personal data in accordance with GDPR and Act no. 18/2018 on the Protection of Personal Data and on the Amendments to certain Acts.

1. WHAT TYPE OF PERSONAL DATA AND OTHER INFORMATION ABOUT YOU WE COLLECT?

1. *Personal Data that you provide to us:*

You can provide us with your personal data in certain situations:

- you decide to fill in some contact forms (newsletter) for direct marketing on our website;
- you decide to contact us via email;
- you visit our accommodation facility, or use its services;
- you conclude a reservation contract, accommodation contract, or space (or cottage) rental contract, or any other contract with us.

TERMS OF PRIVACY PROTECTION

In particular, the data:

Basic identification data

We need basic identification data for the purposes of the reservation and the contract you enter into with us. This includes first name, last name, permanent address, country of residence.

Contact details

Contact details include email and telephone number.

Information about the use of our services

This information includes information about the services you have purchased or booked with us whereby we may recommend other suitable services based on this information.

You are providing us with any Personal Data on a voluntary basis and you are required to consider to what extent you provide your Personal Data. However, without providing some Personal Data, ForRest cannot respond to your complaint or request or cannot sign a contract with you.

You are responsible for the accuracy, completeness and truthfulness of the Personal Data provided, and ForRest will rely on the accuracy, completeness and truthfulness of such Personal Data. ForRest is not responsible for any damages that may arise to you or any third party in connection with the disclosure of incorrect, incomplete or untrue Personal Data.

The scope, i.e., which specific Personal Data we process, is mainly determined by the contract concluded with our customer and the nature of the service agreed therein (customer contract), our legitimate interest and, where applicable, the consent of the data subject himself or herself.

2. Data we collect from use of our Website:

ForRest can also get data that allows to identify you indirectly. This is in particular the following:

- information and data from the devices you use to access the Website that may include general information about your device;
- log data that represents the data and information that our servers automatically store whenever you access the Website (especially the IP address, access time, hardware and software data you use, the number of clicks, the pages you see, or their order and time, which you spend on the site, etc.);
- information about your use of the Website;
- information obtained through cookies and other programs for monitoring users, including cookies and monitoring programs of our partners or social network operators;
- information obtained by monitoring users' activities by clicking on ad banner or a link and activity information on third-party sites (such as Browsers and Social Networks);
- information we receive through social plug-ins operated by third parties, for example Facebook's "Like Button", etc.

Data aforesaid does not allow us to identify a particular natural living person. ForRest does not attribute the aforesaid data to a specific person

3. Personal data we obtain from camera records

ForRest can also collect your Personal Information by recording your portrayal through camera records in some areas of ForRest Glamping resort.

TERMS OF PRIVACY PROTECTION

4. *Personal data we obtain from third parties*

ForRest may also collect Personal Information from third parties and combine this Personal Data with Personal Data that ForRest has obtained from you. This is primarily the following Personal Information:

- data from social network operators (Google, Facebook, Instagram) regarding people who have liked the account of ForRest on social networks.

2. **HOW DO WE PROCESS YOUR PERSONAL DATA?**

ForRest processes your Personal Data to the extent and in accordance with these Terms and for the purposes set forth below in these Terms.

1. *Sending messages for direct marketing (newsletter)*

ForRest process your Personal Data in the scope of your name, surname, email address with intent to send you newsletter to your email address to inform you about news, current product information and promotions and events of ForRest.

We believe that when you adduce your email address in one of the contact forms on our Website, you have agreed to be send a newsletter.

The legal basis for the processing of Personal Data is our legitimate interest in realization of direct marketing in order to offer you information and products that may be relevant to you.

Your Personal data will be processed for this purpose until the moment, when you unsubscribe from receiving emails sent for the purpose of direct marketing (newsletter).

2. *Answering questions, requests, queries*

ForRest processes your Personal Data in the scope of your name, surname, e-mail address, telephone number and any other information you decide to announce via questionnaire or via email for the purpose of contacting you as well as to answer your question, request or query to perform other activities related to your question, request, or query.

The legal basis for the processing of Personal Data in this case is our legitimate interest in providing ForRest's regular services and providing client support. The legal basis for answering questions, requests and inquiries in relation to the persons who have entered into a contract with ForRest is the performance of the contract to which the person is a contracting party.

Your Personal Data will be processed for the necessary time to answer your question, request or query, or if any other action is taken in connection with your question, request or query, but not longer than 3 years.

3. *Handling requests in relation to the exercise of the rights of the persons concerned under the GDPR*

ForRest processes your Personal Data in the scope of your name, surname, e-mail address, telephone number and, if appropriate, any other information you decide to announce via the questionnaire or via email for the purposes of reviewing, assessing, performing the activities, applications for the exercise of certain rights under Articles 16 to 22 of the GDPR.

The legal basis for the processing of Personal Data in this case is the fulfilment of our statutory duty.

Your Personal Data will then be processed and stored for 10 years from the date of receipt of the application.

4. *Performance of contractual obligations*

ForRest processes your Personal Data in the scope of the name, surname, first name, date of birth, birth number, nationality, e-mail address, telephone number and, if applicable, any other information you provide to us

TERMS OF PRIVACY PROTECTION

regarding the conclusion of an accommodation contract, a contract for the provision of services, a rental contract, amendments to these contracts or any related contract or agreement with ForRest for the purpose of conducting pre-contractual negotiations, preparing contractual and other documentation, performing the contract and ForRest's individual obligations to the standard and quality specified by ForRest, recording contractual relationships and bookkeeping, handling complaints and other requests from you and our obligations.

The legal basis for the processing of Personal Data in this case is the need, at the request of the person concerned, to take measures before the contract is concluded, the performance of the contract to which the person concerned is a party and the fulfilment of our statutory obligations in relation to bookkeeping.

Your Personal Data will be processed and stored in this case for the duration of our statutory duty to record and archive these Personal Data.

5. *Camera records from CCTV systems*

ForRest processes your Personal Data in the scope of your portrait recorded and stored by our camera system in some areas of ForRest Glamping resort, in order to protect our and your property in these premises as well as protect health and safety of you and of our employees. The rooms where video surveillance systems are installed are appropriately marked.

The legal basis for the processing Personal Data in this case is our legitimate interest in ensuring that you and your property are protected in these areas, as well as our legitimate interest of protecting your health and safety, as well as protecting health and safety of our employees.

Your Personal Data will then be processed and stored for 14 days after the record has been made and the record will be retained for the purpose of investigating the incident or storing it for the needs of law enforcement or other authorized persons as long as this reason will remain.

3. HOW DO WE PROCESS DATA FROM WEBSITE TRAFFIC?

ForRest process data collected from your use of Website for purpose of providing, improving and optimization the traffic of Websites, to improve comfort during their use, to provide technical support of Websites, analytic a statistical evaluation of the use of Websites, detecting and preventing the misuse of Websites (including fraud prevention, security incidents and other similar activities), risk assessment and legal obligations.

You can prevent such processing by banning the use or storage of cookies on your device by changing your browser settings. However, some features of the Web site may not work properly.

You can also remove cookies stored on your device. You can also choose to browse our Websites, in „private“ mode, which limits the extent of data stored by cookies. You can find more information about using cookies [here](#).

4. WHO DO WE ALLOW TO ACCESS YOUR PERSONAL DATA?

ForRest allows to access your Personal Data in the following cases:

- if such duty results from the applicable law, in particular at the request of law enforcement agencies, courts, other public authorities or other authorized persons;
- if it is necessary to fulfil our duties and to ensure our legitimate interests, in particular to our lawyers, consultants, auditors, IT service providers, marketing and advertising agencies, etc.;

TERMS OF PRIVACY PROTECTION

With persons who have the status of the Processor, we conclude, in accordance with the GDPR, contracts on processing of personal data, and the Processors process the Personal Data always by the instructions and on behalf of the Controller. All our Processors process Personal Data in accordance with these Terms.

5. YOUR RIGHTS IN RELATION TO THE PROTECTION OF PERSONAL DATA?

As a person concerned, you have the following rights in relation to the processed Personal Data.

1. *Right of the access to data*

You have the right to request from ForRest a confirmation that your Personal Data are processing and requesting access to such Personal Data (ForRest may charge you for requesting multiple accesses to Personal Data) and information about

- the purpose of processing Personal Data;
- the category of processed Personal Data;
- the identification of the recipient or the category of recipient to whom Personal Data has been or will be made accessible, in particular the recipient in a third country or an international organization, if possible;
- the retention period of Personal Data; if this is not possible, information on the criteria for its determination;
- the right to request ForRest to make the correction of personal data related to the person concerned, the erasure or limitation of their processing, or the right to object to the processing of Personal data;
- the right to file a motion to initiate the proceeding for the protection of Personal Data;
- the source of Personal Data, if the Personal Data was not collected from you;
- the existence of automated individual decision-making, including profiling, in particular, information about the procedure used, as well as the meaning and expected consequences of such processing of Personal Data for the person concerned.

2. *Right to rectification*

You have the right to request from ForRest to promptly correct the incorrect Personal Data relating to you and with regard to the purpose of the processing of Personal Data and the right to complete your incomplete Personal Data.

3. *Right for erasure*

You have the right to request from ForRest to delete without undue delay the Personal Data that apply to you when:

- they are no longer necessary for the purpose for which they were collected or otherwise processed;
- you have revoked your consent to their processing and if there is no other legal basis for their processing;
- you assume their processing;
- your Personal Data has been obtained illegally;
- is the reason for deletion of the obligation under GDPR, a special regulation or an international treaty binding the Slovak Republic, or
- were Personal data obtained in connection with the ForRest offer of information society services pursuant to Art. 8 s. 1 GDPR (offer of information services for a child).

4. *Right to restriction of processing*

TERMS OF PRIVACY PROTECTION

You have the right to request from ForRest to restrict the processing of your Personal Data if:

- You object the accuracy of Personal Data during a period that allows ForRest to verify the accuracy of Personal Data;
- The processing of Personal Data is illegal and you object the deletion of Personal Data and requires, instead, the limitation of their use;
- ForRest no longer needs Personal Data for the purpose of processing Personal Data, but you need them to enforce or defend legal claim;
- you have objected to the processing of your Personal Data until ForRest verifies that the legitimate reasons on its behalf outweigh your legitimate reasons.

5. *Right to portability of Personal Data*

You have the right to require from ForRest to provide you with Personal Data relating to you in a structured, commonly used and machine-readable format and the right to require ForRest to transfer these Personal Data to another operator but only if the legal basis for their processing is based on your consent or performance of the contract, while processing is carried out by automated means.

6. *Right to object*

You have the right to object, on grounds relating to your particular situation, to the processing of your Personal Data, including profiling, which is carried out on a legal basis of our legitimate interest. Based on your objection, we will evaluate with consideration to your particular situation, whether the protection of your legitimate interest, your rights and freedoms override our legitimate interests that we monitor through the processing of your Personal Data, or the legitimate reason for demonstrating, enforcing or defending our legal claims.

You have the right to object to the processing of Personal Data for direct marketing purposes.

You have the right to whenever appeal your consent to the processing of Personal Data. Revocation of consent does not affect the lawfulness of the processing of Personal Data performed on its basis prior to its recall. Revocation of consent does not concern the processing of Personal Data performed by ForRest on any other legal basis than under your consent.

7. *Right to initiate the proceeding on protection of Personal Data*

You have the right to initiate proceeding on protection of Personal Data before the Office for Personal Data Protection of the Slovak Republic or other supervisory authorities in the place of residence. Contact: Office for Personal Data Protection of the Slovak Republic, with registered office at Hraničná 12, 820 07 Bratislava 27, Slovak Republic, ID No.: 36 064 220, telephone No.: +421/2/3231 3220, website: <https://dataprotection.gov.sk/uouu/>.

6. SAFETY

1. All Personal Data that we collect and process are protected by appropriate technical means and security measures to prevent unauthorized access or misuse of such Personal Data. We are constantly improving and implementing new administrative, technical and organizational actions to ensure the adequate security of Personal Data.
2. We continuously improve and implement new administrative, technical and organizational measures to ensure adequate security of Personal Data.
3. In disregard of our measures, it must be borne in mind that data transmission over the public Internet or any electronic data storage cannot be 100%.

TERMS OF PRIVACY PROTECTION

4. Parts of the Website may contain links to third party websites and services that are not owned or operated by ForRest. ForRest has no control over these sites and services. This website may use its own tools to collect information and data about you, including your personal information.

7. CHANGES TO THE TERMS

1. We are authorized to change or modify these Terms at any time.
2. If we make any changes to these Terms, we will publish the new Terms on the Website and, if necessary, we will notify you of the change of Terms by email.
3. The changed Terms will be valid and effective from the moment we determine them as the date of their validity and effectiveness, and by using the Website (each site visit) you agree to these new Terms.

8. CONTACT US

1. If you have questions, queries or requests to these Terms, you want to withdraw consent or assert your rights, contact us by email at info@forrestglamp.sk and/or in writing/in person at the reception desk in accommodation facility ForRest Glamping.