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VILA SILVIA

SOVATA

PRIVACY POLICY

General information

The confidentiality of your personal data is one of the main concerns of SILVIA SOVATA VILLAGE, based in Sovata, Vulturilor street no. 2, Mures county, Romania. Therefore, VILLA SILVIA SOVATA is always aiming to ensure the processing of personal data in strict accordance with the principles of data protection. Monitoring compliance with legal requirements in this area is ensured, having the following contact details: contact@vilasilvia.ro. This privacy policy addresses the personal data of VILA SILVIA SOVATA's customers and the www.vilasilvia.ro website. Personal data means any information about an identified or identifiable individual collected through this website.

The purposes of processing

Your personal data voluntarily provided on www.vilasilvia.ro or provided on any other route made available through this website are processed by VILLA SILVIA SOVATA for the following purposes:

- to fulfill the legal obligations of VILLA SILVIA SOVATA in the context of services rendered by the reservations made at VILLA SILVIA SOVATA, including for the processing of your requests made through www.vilasilvia.ro or for carrying out the verifications and formalities related to the conclusion of the contract for the provision of tourist services;
- for the performance of the contractual relationship between VILLA SILVIA SOVATA and you, including for the purpose of executing the contract for the provision of tourist services, invoicing and transmission of invoices, correspondence with you, recovery of any claims, and protection of any legitimate interest of the SILVIA SOVATA VILLAGE, legal redress, assignment of claims to third parties, receipt and handling of your claims, and compliance with legal archiving requirements;
- for direct marketing and advertising of VILA SILVIA SOVATA products and services by promoting the most suitable products and services of SILVIA SOVATA VILLAGE, including by transmitting commercial communications for this purpose by VILLA SILVIA SOVATA. Where required by law, you can express your express consent to the use of your data for this purpose and the receipt of commercial communications by ticking the corresponding box in the "reservation" menu;
- To determine and evaluate your interests and preferences, using automated and / or non-automatic means, to generate personalized offers. By expressing your consent at the time of ticking the appropriate box in the "booking" menu, you agree that VILLA SILVIA SOVATA will use IT techniques that do not involve the presence of a human factor and that may lead to legal effects in relation to you or which may attract certain effects with a significant impact on your relationship. Processing your data for this purpose has the benefit of offering you the services that are as close as possible to your needs and interests, as well as suggesting some choices regarding the products / services of VILLA SILVIA SOVATA;
- In order to evaluate your satisfaction with the products / services of SILVIA SOVATA VILLAGE;
- for statistical analyzes that do not involve the creation of individual profiles.

The legal basis of the processing

The processing of personal data for the above purposes is based on:

- the legal obligations incumbent on VILLA SILVIA SOVATA as a result of the operations through www.vilasilvia.ro;
- the conclusion, respectively the execution of the tourist services contract concluded with VILLA SILVIA SOVATA, either directly or through registered partners (eg Bookonk.com, etc.);
- the legitimate interest of VILLA SILVIA SOVATA to promote its products and / or services;
- Your consent to marketing / advertising activities and other processing for which the legislation in the field requires



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the consent to be obtained.

As long as you have expressed your consent to a particular processing, you have the right to withdraw your consent at any time, by a written request sent to Sovata, Verii Street no. 2, Mures County, Romania, or by e-mail at contact@vilasilvia.ro.

Processing time

Personal data is stored for processing for the time required to achieve the above-mentioned processing purposes and subsequently as required by our internal policies and in accordance with legal requirements.

Disclosure of personal data

In the context of achieving the goals processing VILA SILVIA SOVATA can reveal data collected by its contractual partners, the affiliates to persons authorized that processes your personal account VILA SILVIA SOVATA or central public authorities / local, in the following cases :

- for the administration, maintenance, personalization and improvement of www.vilasilvia.ro, and the services presented and offered through them;
- for the fulfillment of contractual obligations by VILA SILVIA SOVATA such as bidding and customer relations services, sending bills, etc .;
- Where this disclosure would be required to award prizes or other incentives obtained as a result of promotional campaigns;
- in the case of promotional campaigns organized by VILLA SILVIA SOVATA together with various contractual partners;
- for the transmission of advertising / promotional materials, under the conditions and limits stipulated by the law;
- when the disclosure of personal data is provided by law.

Transferring personal data

Your personal data may be transferred outside of Romania, in EU Member States or outside the EU, to your contractual partners. Shipments outside the EU will be achieved either through a Commission decision EU under which it was found adequacy of protection of data in those States or to entities that provide such security guarantees, your rights under this privacy policy is not affected some negative way.

Non-EU states to which your personal data will be transferred for the purposes listed above are: India, Turkey, USA, Vietnam.

Provision of personal data

Providing your personal data is needed so you can get deals on products / services or SOVATA VILA SILVIA E.ON can handle your requests on the conclusion or performance of contracts VILA SILVIA SOVATA. Refusal to provide personal data may result in the impossibility of receiving the above mentioned services.

Data security measures

VILLA SILVIA SOVATA will apply the necessary technical and organizational measures to ensure your



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security, protection against accidental or unlawful destruction, modification, disclosure or unauthorized access in the use of your personal data.

The rights you benefit from

In connection with this data processing, you are entitled to request access to your personal information, correction or deletion or restriction processing, the right to object to processing within the limits and under the law and the right to data portability. Also, if you choose to give your consent to certain processing, you have the right to withdraw it at any time.

In addition, you are entitled to complain to the National Supervisory Authority for Personal Data Processing or to the courts, if they consider that VILA SILVIA SOVATA you violated any rights under the law.

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For any additional questions regarding the processing of personal data, please contact: Sovata, str. Verii no. 2, Mures County, Romania, contact@vilasilvia.ro, 0040 365 082222

