

PRIVACY POLICY

Date of entry into force: May 2018

This Privacy Statement is applicable to www.hotel-rai.com owned and managed by Hotel Rai. It describes how we collect and use the information that may include personal data, which you provide on our web site www.hotel-rai.com. It also describes the options available to you for choosing how to use your personal information, and how you can access and update these data.

Data collection

The types of personal data we collect:

- your name, surname, email address, phone number and home address
- guest information about arrival and departure date, special requests you have made, observations about your service preferences (incl. room preferences, accommodation, or services)
- information you provide about your marketing preferences or the process of your participation in competitions or promotional offers

You can always choose what personal data you want to provide us. However, if you choose not to provide certain details, some of your transactions with us may be affected.

Purposes of processing

We use your personal data for the following purposes:

A. Reservations - We use your personal details to complete and administer your online booking.

B. Customer service - We use your personal information to provide customer service

C. Feedback - We may use your contact details to ask you to write a post as guest after your stay. This can help other travelers to choose the place of accommodation that is best to them. If you send a guest review, it can be posted on our website.

D. Marketing Activities - In addition, we use your data for marketing activities as far as permitted by the law. When we use your personal data for direct marketing purposes, marketing newsletters for new products and services, or offers that we believe may be of interest to you, we include a subscription termination link that you can use if you do not want to receive messages in the future.

E. Other messages - there may be other cases when we will contact you by email, by post, by phone or by text message, depending on the contact details you have shared with us. There may be different reasons for this:

- we may be responsible for answering or processing requests you have made.
- If you have not finalized an online reservation, we may send you an email reminder to continue your booking. We believe that this extra service is useful to you because it allows you to continue your reservation without searching for the accommodation again or filling in all the data from the beginning.

- when you use our services, we may send you a questionnaire or invite you to submit your feedback about your experience on our site. We believe that this additional service is useful to you and us so we will be able to improve our website based on your feedback.

F. Analyzes, enhancements, and studies: We use personal data to conduct research and analysis. We may include a third party to do this on our behalf. We may share or disclose the results of such events, including third parties, in an anonymous, generalized form. We use your personal data for analytical purposes to improve our service, improve user experience and enhance the quality of our on-line services.

G. Security, Detection, and Fraud Prevention: We use the information which may include personal data to prevent fraud and other illegal activities. We also use this information to investigate and detect fraud. We may use personal data for risk assessment and security purposes, including user

authentication. For these purposes, personal data can be shared with third parties, such as law enforcement authorities, to the extent permitted by the applicable law and external counselors.

H. Legal purposes and compliance: In certain cases, we must use the provided information, which may include personal data, to process and resolve legal issues, disputes or claims, regulatory inquiries or for the execution of a legitimate request by a law enforcement authority to the extent required by law.

- If we use automated processing of the personal data that have legal rights consequences or significantly affect you, we will apply appropriate protection measures to your rights and freedoms, including the right to receive human support.

Law basis

- In view of objectives A and B, we rely on the implementation of a contract: Using your data may be necessary to fulfill your contract with us. For example, if you use our services to make an online reservation, we will use your data to run on our obligation to complete and administer this reservation in accordance with our agreement with you.

- In the light of objectives C - H, we rely on legitimate interests: We use your data for our legitimate interests, such as providing you the best website content, emails, and newsletters to help improve and promote our products and services, and the content on our website and for the purpose of detecting of fraud. When we use your personal data for our legitimate interests, we will always balance your rights and interests for protecting your information regarding to our rights and interests.

- With respect to H., we also rely, where applicable, we comply with the applicable laws.

- Where necessary under the applicable laws, we will obtain your consent, before we process your personal data for direct marketing purposes.

If necessary under the applicable laws, we will ask for your consent. You can withdraw your consent at any time by contacting us at each of the addresses at the end of this Declaration for confidentiality. If you want to object to the processing outlined in B-F., and you do not have direct access (for example, in your account settings), please contact us on hotelrai@dir.bg.

Data sharing

□ Booking.com: We have joined with Booking.com B.V. with address Herengracht 597, 1017 CE Amsterdam, Netherlands (www.booking.com) to offer you our online booking services. Although we provide the content in this

website and you make a reservation directly with us, the bookings are processed through Booking.com. Therefore, the information you enter on this website will also be shared with Booking.com and its partners. This information may include personal data such as your name, your contact details, your payment details, the names of guests who travel with you and all the preferences you have indicated with booking.

To learn more about the corporate family of Booking.com, please visit Booking.com.

Booking.com will send you a confirmation of the booking, an email before arrival and will provide to you information about the area and our place of accommodation. Furthermore, Booking.com will provide you with

international customer service round the clock from its local offices in more than 20 languages. Sharing your data with Booking.com's customer service staff worldwide

gives them the opportunity to respond when you need assistance. Booking.com can use your data for technical, analytical, and marketing purposes, as described in more detail in Privacy Policy on Booking.com. This means that your data may be shared with other members of Booking Holdings Inc. for analysis to

provide to you travel-related offers that may be of interest to you and

provide personalized service. If necessary under applicable laws, Booking.com will ask for your consent. If your data is transferred to a non-member country The European Economic Area, Booking.com will conclude contractual arrangements to ensure, that your personal data is still protected under European standards. If you have questions about the processing of your personal information on Booking.com, please contact us dataprotectionoffice@booking.com.

- BookingSuite: Your personal information may be shared with BookingSuite B.V. with address Herengracht 597, 1017 CE Amsterdam, Netherlands - the company that runs this website and the suite.booking.com website. BookingSuite will provide your information that can includes personal data on Booking.com for the purposes described above.

- Service providers Third-Party : We use service providers to process your personal information explicitly on our behalf. This processing will be for the purposes included in this Privacy Policy, such as Booking Reservations, sending marketing materials or analytical support services. These service providers are bound by confidentiality clauses and are not allowed to use your personal data for your own purposes or for any other purpose.

- Competent authorities: We disclose personal data to law enforcement agencies and others governmental institutions where this is required by law or is absolutely necessary for prevention, detection or prosecution of criminal activity or fraud.

International data transfers

The transfer of personal data as described in this Privacy Policy may include transfers of personal data abroad to countries whose data protection laws are not as comprehensive as those of the countries of the European Union. When required by European legislation, we will transfer only personal data to recipients who provide an adequate level of data protection. In these cases we enter into contractual arrangements and we ensure that your personal data remains protected in accordance with European standards. You can ask us to see a copy of these terms using the contact details below.

Security

BookingSuite follows reasonable procedures to prevent unauthorized access to and misuse of information including personal data. We use appropriate business systems and procedures to protect the information including personal data. Besides, we use security procedures, also technical and physical access restrictions for use of personal data on our servers. Only authorized employees are authorized to access to personal data for the purposes of their work.

Save of personal data

We will keep your information, which may include personal data, as long as we consider it is necessary to provide you with services, comply with the applicable laws, we resolve disputes with any party and if necessary otherwise, so we can do our business, including discovering and preventing fraud or other illegal activities. This Privacy Policy will apply to all personal data we retain.

If you have a question about a particular retention period for a particular type of personal data that we process for you, please contact us through the contact details listed below.

Your options and rights

We want you to control how your personal data is used by us. You can do it at the following ways:

- You may ask us for a copy of the personal data we hold for you;
- You can inform us of any changes to your personal information or ask us to adjust any personal data we store for you;
- In certain situations you may ask us to delete or block or restrict processing the personal data we hold for you, or objecting to specific ways we use your personal information
- In certain situations, you may also ask us to send your personal data , which you have provided us to a third party.

When we use your personal data based on your consent, you have the right to withdraw such consent at any time, provided that the applicable laws are complied with. Moreover, when we process your personal data on the basis of a legitimate interest or public interest, you have the right to object at any time to such use of your personal data, provided the applicable laws are complied with.

We rely that you ensure that your personal information is complete, accurate and up to date. Please, inform us promptly of any changes or inaccuracies in your personal information, in this case please contact hotelrai@dir.bg. We will process your requests in accordance with the applicable laws.

Questions or complaints

If you have any questions or concerns about our processing of your personal information, or if you want to exercise any of the rights you have on this notice, do not hesitate to contact us via hotelrai@dir.bg. You can also contact your local authority for data protection with questions and complaints.

Changes to the notification

Just as our business is constantly changing, this Privacy Policy can also be changed from time to time. If you want to see the changes made to this statement for confidentiality from time to time, we recommend that you open it to see them. If we do major changes or changes that will affect you (for example, when we begin to process your personal data for purposes other than those listed above), we will contact you before we begin this processing.