

Privacy Policy

ONE2SEVEN – Holiday Rental Lda, processes all information related to the personal data of its customers with the utmost confidentiality and security.

Your data is processed in compliance with the General Data Protection Regulation (Regulation EU 2016/679 of the European Parliament and of the Council), applicable since 25 May, 2018, to all Member States of the European Union, which establishes the rules regarding the collection, processing and protection of personal data, of natural persons, and in compliance with other legislation applicable to this matter, in order to ensure greater protection for personal data subjects.

We need to collect and process some of your personal data, which is a necessary requirement for the provision of our hotel and accommodation services, processing your reservation, namely, to be able to identify you as a ONE2SEVEN guest, for vouchers, travel bookings, activity bookings, spa treatments.

We only collect and process the personal data that is strictly necessary for the execution of the contract for the provision of hotel services, or pre-contractual procedures at the request of the data subject.

Subject to your consent, which may be withdrawn at any time, without prejudice to the validity of the processing carried out on the basis of the previously provided consent, we may send you Newsletters to provide you with information, as well as keep you up to date with the latest news about our services, products, campaigns and promotions among others.

This Privacy Policy aims to inform you about the purposes of collecting and processing your personal data.

When you visit our website, you will have to fill in the fields indicated in the Annex to this Privacy Policy so that we can contact you. The personal data provided in fields of the Annex are an indispensable requirement for the conclusion of the contract for the provision of hotel services with us.

1 - Data Controller ONE2SEVEN – Holiday Rental Lda, with single registration number at the Lagoa Commercial Registry Office - Algarve and

Legal Person 508907160, Edifício ONE2SEVEN – Rua Mouzinho de Albuquerque nº12, 8400-222 Ferragudo, email info@one2seven.com and telephone number +351 917 917 127, ("ONE2SEVEN") is the Data Controller for your personal data.

2 - Purpose of personal data collection and processing The purpose of collecting your personal data is your registration in the ONE2SEVEN database, for which we require you to provide us with some of your personal data, for the execution of the hotel service contract, pre-contractual procedures at the request of the data subject, and compliance with legal obligations, for reservations by guests, contact management, billing, and sending emails of an operational nature, e.g., if we have to contact you to inform you of any changes to your reservation.

Subject to your consent, which may be withdrawn at any time, without prejudice to the validity of the processing carried out on the basis of the previously provided consent, we require that you provide us some of your personal data so we can keep you up to date with marketing operations, newsletters, campaigns and promotions.

3 - Categories of Personal Data "Personal Data" means any information relating to an identified or identifiable natural person ("data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

For the performance of its activity and the above-mentioned purposes, ONE2SEVEN processes, inter alia, the following data:

Identification data (Citizen Card no., or Passport no. – your express consent is required to obtain a copy of these documents – and tax identification number); Contact details: Address, telephone number, mobile phone, e-mail address; Credit card data (these will be used exclusively for billing); ONE2SEVEN may eventually require data regarding your health, e.g. we need to know if you have any food allergies or require special care. These data are considered "special category data" under the General Data Protection Regulation. Therefore, we require your explicit consent for this purpose.

4 - Retention period of personal data Your collected personal data is processed in the strictest compliance with applicable law and is stored in our databases for this purpose.

The period during which your personal data will be stored and kept varies according to the purpose of data collection. However, whenever there is no specific legal requirement, the data will be stored only for the period strictly necessary for the purposes of its collection.

5 - Data recipients as a rule, your personal data will not be shared with third parties without your consent. However, we may have to share some of your personal data with third parties, namely to comply with legal obligations, such as judicial and tax authorities or insurance companies (in case of any accident or claim for damage), or if required in the execution of legitimate interests of ONE2SEVEN, Holiday Rental Lda. or third parties, for example subcontractors.

6 - Rights of data subjects in accordance with the law, data subjects enjoy the rights of information, the right of access to their personal data, the right to rectify or remove personal data the use of which is no longer legitimate, the right of portability, as well as the right of limitation or opposition.

To exercise such rights, they must submit a written request to the Data Controller:

Controller ONE2SEVEN – Holiday Rental Lda, with single registration number at the Lagoa Commercial Registry Office - Algarve and Legal Person 508907160, Edificio ONE2SEVEN – Rua Mouzinho de Albuquerque nº12, 8400-222 Ferragudo, email info@one2seven.com and telephone number +351 917 917 127.

Regarding the processing of personal data based on the consent of the data subject, at any time, the data subject is entitled to withdraw previously consent in the Annex to this Privacy Policy. Such withdrawing does not affect the lawfulness of the processing carried out based on previously provided consent.

If the data subject considers that the Data Controller did not process their data in a legitimate manner under the terms provided for by law and this Privacy Policy, the data subject may submit a complaint to the Data

Controller, which will give it the best attention and seek to reply to it. You can also complain to the competent Supervisory Authority.

7 - Security and Confidentiality Measures The Data Controller processes your data in an absolutely confidential manner, in accordance with internal security procedures, using physical and electronic security measures and procedures, such as the identification of persons with access to data, computer systems equipped with the ability to encrypt, anonymize, systematically identify and destroy the collected data, as well as other physical tools or means, including closed rooms, lockable cabinets and secure safes to minimise the risk associated with data access and processing, in order to protect and maintain security against unauthorised or unlawful processing, loss of data or accidental damage thereof.

Only the Data Controller and its authorised personnel can access and process your personal data.

The Data Controller binds its employees with access to personal data, within the scope of their roles, to observe the Data Controller's Internal Regulations and/or instructions regarding the processing and security of personal data. They are obliged to professional secrecy, in order to maintain the personal data they have access to under the strictest confidentiality. Such duties shall remain in effect even after the termination of their employment contract.

8 - Users of the ONE2SEVEN Platform Users of the ONE2SEVEN website can browse the entire website without restrictions. They may also make booking for accommodation. By making these bookings you accept the corresponding terms and conditions and authorise the processing of your data to the extent and for the purpose required.

9 - Cookies Our website uses cookies for the purpose of assisting navigation and collection of anonymous analytical data (which is thus not identifiable) about the use of the website. We have a cookie alert as soon as you enter our website. For cookies to be used, you must provide your express consent, by accepting the notice. If you do not accept the notice, analytical data cookies will not be used.

10 - Questions For more information on how we process your personal data, you can contact us by phone +351 917 917 127 or by email: info@one2seven.pt

11 - Changes/updates ONE2SEVEN may change and/or update this Privacy Policy, so we recommend that you consult it whenever you visit our website.

By using our website, you agree to our Privacy Policy.

If you do not agree with it, you must cease use of our websites, and contact us through another channel.

