

Information about Personal Data and Privacy at the Hotel Kossak and Cookies Policy.

Zbigniew Ostachowski - the owner of the Kossak Hotel - attaches great importance to protecting the personal data and privacy of hotel guests and other people who may come into contact with the hotel. In its activities, the hotel adheres to the General Regulation on the Protection of Personal Data No. 679/2016, commonly referred to as the General Data Protection Regulations.

The hotel aims to ensure that every person whose personal data it processes is fully aware of the scope, purpose and method of data processing and is fully informed about their rights. In its activities, the hotel only uses data necessary for fulfilling the task for which data has been collected and processed.

Processing of personal data obtained for marketing or similar purposes

If the hotel has obtained your personal data for marketing or similar purposes, you have the right to opt out of such data processing. A request to opt out may be filed at any time. If the hotel has no other legal basis to process your personal data, said data processing will be terminated. The legal basis for opting out is Article 21 of the General Data Protection Regulations.

Processing of personal data obtained on the basis of consent, including for marketing purposes

If the hotel has obtained your personal data on the basis of your consent, you can withdraw this consent at any time. This does not affect the validity of data processed during the time in which given consent was in force. The basis of the right to withdraw consent is Article 7 of the General Data Protection Regulations. Should you object to your personal data being processed, we will assume that you have withdrawn with your consent for your personal data to be processed.

Personal data of guests – i.e. those who have stayed or will stay at the Hotel

1. Personal data of hotel guests shall be processed on the basis of on the basis of a contract for the provision of hotel services or a reservation made by a guest with the hotel. The purpose of said processing is to facilitate the provision of hotel services or other similar services provided by the hotel according to a guest's request. Guests are informed that their personal details may be collected and processed through CCTV surveillance used by the Hotel. The purpose of CCTV surveillance is to ensure the safety of hotel guests and other people stay in or around the vicinity.
2. Guests are hereby informed that the provision of personal data is a contractual and statutory requirement (when documenting sales made to the guest on a VAT invoice). A lack of personal data frustrates the conclusion of a contract with the Hotel, as well as renders the issuance of a VAT invoice impossible.
3. A guest's personal data may be made use of in order to conduct guest satisfaction surveys. The legal basis for the processing of personal data for this purpose is justified on the basis of a legitimate interest (article 6, paragraph 1 of the General Data Protection Regulations). Having assessed the impact of these endeavours on the privacy of guests, the hotel has concluded such processing of guest's data does not unduly infringe upon their privacy. on the basis that the aim is to improve the quality of the services provided by the hotel, which in turn will benefit guests through providing the hotel with a better understanding of guest's needs. Consequently, the guest's interests and privacy will not be unduly affected.
4. Hotel guests are informed that their personal data will be retained throughout the period during which hotel services are provided to them, as well as throughout the statutory

limitation period for any claims, including tax and civil claims. However, personal data recorded and collected via CCTV will be retained for a period of 30 days, unless extenuating circumstances (e.g. an accident) necessitate the storage of CCTV recordings for a longer period.

5. If the booking was made via a travel agency or reservation portal, the scope of the personal data shared with the hotel may include, in particular, the guest's given names and surname, date of arrival, e-mail address and telephone number. The exact source from which data were obtained can be obtained from reception.

Universal Information

1. You are hereby informed that the hotel may disclose personal data to one or more of the following recipients:
 - a. accountants and auditors engaged by the hotel;
 - b. providers of legal services engaged by the hotel;
 - c. the hotel's insurers;
 - d. IT companies and companies which support and manage the hotel's IT infrastructure;
 - e. companies providing delivery and postal services;
 - f. travel agencies.
2. You are hereby reminded of the universal right of access to one's personal data (that everyone has the right to access their personal data (Article 15 of the General Data Protection Regulations) and to provide corrections and updates (Article 16 of the General Data Protection Regulations). There is a universal right to transfer one's data (Article 20 of the General Data Protection Regulations), to raise objections regarding its processing (Article 21 of the General Data Protection Regulations) and to delete them (Article 17 of the General Data Protection Regulations), and impose processing restrictions (Article 18 of the General Data Protection Regulations) if legal grounds for doing so exist.
3. You are hereby reminded of your right to submit a complaint regarding the handling of the personal data to the relevant supervisory body.

Cookies Policy

Cookies are small text files that are stored automatically on your browser by a website during your visit. Cookies usually contain the name of the website from which they originate, their storage time on the end device and a unique number.

The hotel places cookies on a user's end device and has access to them.

We use cookies to:

- match the content of our website to a user's individual preferences, in as much as these files allow us to recognise a user and display our website according to their preferences;
- prepare statistics that help us to learn about users' preferences and behaviors. Analysis of these statistics is anonymous and allows us to adjust the content and appearance of the website to prevailing trends. Statistics are also used to assess the website's popularity;
- undertake marketing activities.

Our site uses two basic types of cookies - session and persistent. Session cookies are temporary, they are stored until you leave the Hotel website (by entering a different page or turning off the browser). Persistent cookies are stored in the user's end device until they are deleted by the user or at intervals specified in their browser settings.

Visitors to our site can, at any time, change the settings of their browser to block the use of cookies or obtain information upon request about placement of said cookies in their device. Other available options can be checked in the settings of your web browser. Please note that most browsers are set to accept the saving of cookies in the user's end device as default.

You are hereby informed that changes to the settings of the user's web browser may limit access to some functions of our website.

Cookies used by our site and which are placed on the user's end device may be made available to our partners and advertisers cooperating with us.