



Privacy Policy of ROYAL SPA HOTEL UAB

ROYAL SPA HOTEL UAB respects the privacy of its Guests and considered persons, and is determined to protect it when rendering accommodation services, to handle and process honestly and legally the information provided during your registration.

The Privacy Policy of ROYAL SPA HOTEL UAB reflects the practice of data processing of its Guests and considered persons.

If you have any questions related to personal data processing, please send an e-mail at info@royal-spa.lt.

INFORMATION COLLECTION

ROYAL SPA HOTEL UAB observes the Law on the Legal Protection of Personal Data of the Republic of Lithuania and the General Data Protection Regulation (GDPR).

Information about the Guests provided further is collected by the Sales and Marketing Departments of ROYAL SPA HOTEL UAB, website www.royal-spa.lt.

WE COLLECT DATA ABOUT OUR GUESTS:

- By using electronic marketing and registration forms,
 - When you order our services,
- After you have submitted your data through the system of booking.

USE OF PERSONAL INFORMATION

We use your personal data for the following purposes:

- Rendering you accommodation services,
- Processing orders, bookings and inquiries,
- Sending you information about our services rendered and special offers (if you agree to receive such information),
 - Contacting you concerning to assessment of the quality of rendered services.
- Under no circumstances your personal data provided will be submitted to the third parties, except for the following cases:
 - If you have agreed with the disclosure of your personal data;
- It is submitted to law enforcement institutions in accordance with the procedure established by the legislation of the Republic of Lithuania.

With your consent to contact you by telephone or e-mail for the purposes of direct marketing we shall try to send you only the information about special offers, which are likely to interest you.

You can adjust receiving of such information by e-mailing us at info@royal-spa.lt.

You are entitled to give no consent to your personal data processing for the purposes of direct marketing without providing any motives of your disagreement as well as to require correcting of wrong, incomplete or inaccurate personal data in writing.

We shall keep your personal information as long as it is necessary to implement the goals set in this Privacy Policy. For the purposes of subscription and direct marketing, data is kept for the maximum period of 3 years. You are entitled to get familiarised with your personal data possessed by us. In order to find out what your personal data we have collected or received, and from which sources, what purposes it is processed for, and if it is complete and correct, you have to contact us in advance from the e-mail address, which you have submitted us. We do not provide such information by telephone.



MOREOVER, YOU ARE ENTITLED TO:

- Require suspending of any operations of personal data processing by submitting us a request in writing, by e-mail or telephone;
 - Find out what your data we process;
 - Be forgotten and request us to destroy your personal data processed;
 - Require us to transfer your processed personal data to another personal data administrator;
 - Not to agree that your personal data is processed with giving no consent to the Privacy Policy;
- By immediately giving your disagreement or providing an application later not to agree that your personal data is processed for the purposes of direct marketing.

By ordering our services rendered, you agree that your personal data is used in order to carry out a service of accommodation. You agree in advance that we are entitled to keep your personal data in our server, on the cloud as long as it is required by observing the provisions established by LR legislation.

You have to submit us all requests or applications related to your personal data processing in writing by one of the following methods:

- By handing us such an application or a request at our direct address Pakalnės str. 3, LT-59201 Birštonas;
- By sending such an application or request at e-mail address info@royal-spa.lt, which you presented us at the time of booking.
- After receiving your request or application, we shall submit you a reply and carry out the operations defined in the request. Our reply shall be submitted in writing.
- When administrating our services and website and diagnosing possible failures, we can use your IP addresses.

USE OF COOKIES

We use cookies in order to establish your identity in our websites. Our goal is to customise our services rendered as much to your interests as possible.

A cookie is a small amount of information, which is sent to the computer hard disk by our server for the internet website to remember you. This information can be composed of the data of the website provisions, page URL, a generated unique code for identification.

We use the information received by cookies for the following purposes:

- To avoid repeating bookings for website visitors;
- To submit the Guests offers as customised as possible.

Most browsers are set so that they accept cookies automatically. You can switch off cookies in the browser but you should know that if you do so you will lose the opportunity of using a lot of functions, which are required for proper performance of the website. If you need further information

The cookies of our website are valid for 3 years:
cookies are kept whether to show the user a warning regarding to cookies.