

Privacy Policy for Guests and Suppliers

Hotel Casa Pavesi
Privacy Policy for the Processing of Personal Data

Hotel Casa Pavesi (hereafter, "Hotel") is committed to protecting the privacy of its website visitors, guests, and suppliers and ensures that personal data is processed lawfully and transparently, in compliance with EU Regulation 2016/679 (GDPR) and applicable national legislation.

Who we are: Hotel Casa Pavesi, located at Via IV Novembre 11A 12060 Grinzane Cavour (CN) - Italy, is the data controller of your personal data.

What data we process:

- For website visitors: Browsing data (IP address, browser type, operating system, pages visited), cookies, and other tracking tools to collect information about website usage. If users register or fill out forms, personal data such as name, surname, email, and other voluntarily provided information are also collected.
- For guests: Name, surname, contact details (phone, email), address, payment information, booking details (arrival and departure dates, room type), preferences (if provided), stay details (minibar consumption, additional services), health information (in case of necessity, such as allergies), and browsing data (cookies).
- For suppliers: Company name, VAT number, contact details (phone, email), address, bank details, supply information (product or service descriptions, prices, quantities, invoices), and data of legal representatives and business contacts involved in commercial relationships.

Why we process your data:

- For website visitors: To improve browsing experience, personalize content, display targeted ads, analyze website traffic, and collect statistical information.
- For guests: To manage bookings, provide requested services (e.g., room cleaning, room service), process payments, send communications related to the stay (booking confirmation, notices, offers), improve our services, conduct market analysis, comply with legal obligations (e.g., invoicing), and personalize the guest experience.
- For suppliers: To manage commercial relationships, process payments, fulfill contractual and legal obligations (e.g., invoicing, document retention), manage supplies, and ensure the quality of services provided.

How we process your data: Your data will be processed lawfully and fairly, for the indicated purposes and with appropriate measures to ensure its security. We will implement appropriate technical and organizational measures to prevent loss, misuse, unauthorized access, disclosure, modification, or destruction of your personal data.

How long we keep your data: We retain your personal data only for the time necessary to achieve the purposes for which it was collected and, in any case, within legal timeframes (e.g., 10 years for accounting documents).

With whom we share your data:

- Service providers: Companies that provide us with technical, payment, or marketing services (e.g., online booking systems, management software providers, web analytics platforms).
- Public administrations: When required by law.
- Other suppliers: When necessary for supply management or to provide requested services.

Your rights: You have the right to:

- Access: Obtain confirmation of whether your personal data is being processed and, if so, access the data.
- Rectification: Request the correction of inaccurate personal data.
- Erasure: Request the deletion of personal data, when applicable.
- Restriction: Request the restriction of data processing.
- Objection: Object to the processing of your data.
- Portability: Receive your personal data in a structured, commonly used, and machine-readable format.

How to exercise your rights: To exercise your rights, you can contact us at the following email address: info@hotelcasapavesi.it.

Supervisory authority: To file a complaint, you may contact the competent supervisory authority (Garante per la protezione dei dati personali).

Cookies: Our website uses cookies. For more information on our cookie policy, please refer to our dedicated cookie policy page.

This unified policy covers all parties involved in data processing: website visitors, guests, and suppliers.