

## **Privacy Statement Crowne Plaza Maastricht:**

Crowne Plaza Maastricht, located at Ruitertij 1 6221 EW Maastricht, is responsible for the processing of personal data as shown in this privacy statement.

### **Contact details:**

[www.cpmaastricht.nl](http://www.cpmaastricht.nl)

Ruitertij 1 6221 EW

Maastricht

+31 (0) 43 3509191

Kirsten Smits is the Data Protection Officer of Crowne Plaza Maastricht, she can be reached at

[kirsten.smits@cp-maastricht.nl](mailto:kirsten.smits@cp-maastricht.nl)

### **Personal data we process:**

Crowne Plaza Maastricht processes your personal data because you use our services and / or because you provide them yourself. Below you will find an overview of the personal data we process:

- First and last name
- Address data
- Phone number
- E-mail address
- Payment information

### **Special and / or sensitive personal data that we process:**

Our website and / or service does not intend to collect data about website visitors under the age of 16. Unless they have parental or guardian permission. However, we cannot check whether a visitor is older than 16. We therefore recommend that parents be involved in the online activities of their children, in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us at [kirsten.smits@cp-maastricht.nl](mailto:kirsten.smits@cp-maastricht.nl) and we will delete this information.

### **For what purpose and on what basis we process personal data:**

Crowne Plaza Maastricht processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and / or advertising brochure
- To be able to call or e-mail you if necessary to carry out our services
- To inform you about changes to our services and products
- To deliver goods and services to you
- Crowne Plaza Maastricht also processes personal data if we are legally obliged to do so, such as information that we need for our tax return.

### **Automated replies:**

Crowne Plaza Maastricht does not make decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions taken by computer programs or systems, without involving a person (for example an employee of Crowne Plaza Maastricht). Crowne Plaza Maastricht uses the following computer programs or systems: Reservation systems Concerto, Property Management System (PMS) for room division, Opera. These systems are important for the hotel in order to provide guests with the correct room and meet their expectations.

### **How long we keep personal data:**

Crowne Plaza Maastricht does not store your personal data longer than is strictly necessary to realize the goals for which your data is collected. We use the following retention periods for the following (categories) of personal data: all personal data 7 years after the date of check-out. This is linked to the retention periods of the tax authorities.

Guests receive from us the latest promotions by email, this can be canceled with any email and email address will be removed within 2 working days.

### **Sharing personal data with third parties:**

Crowne Plaza Maastricht does not sell your data to third parties and only provides it if this is necessary for the execution of our agreement with you (including information provision and other communications) or to comply with a legal obligation.

We conclude a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Crowne Plaza Maastricht remains responsible for these processing operations.

### **View, adjust or delete data:**

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Crowne Plaza Maastricht and you have the right to data portability.

This means that you can submit a request to us to send the personal data that we hold about you in a computer file to you or another organization mentioned by you.

You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [kirsten.smits@cp-maastricht.nl](mailto:kirsten.smits@cp-maastricht.nl). To ensure that the request for access is by you We ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy.

We will respond to your request as soon as possible, but within four weeks. Crowne Plaza Maastricht would also like to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. You can do this via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>



### **How we protect personal data:**

Crowne Plaza Maastricht takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of abuse, please contact our front office team or via [kirsten.smits@cp-maastricht.nl](mailto:kirsten.smits@cp-maastricht.nl)