

HESTIA HOTEL GROUP

PRIVACY POLICY

1. About us

The Hestia Hotel Group ('Hestia', 'we', 'us' or 'our') offers unique hotel solutions to guests with various preferences by integrating our solutions into a single value system. Our core value is caring – this idea is also reflected in the name 'Hestia', which is inspired by the most beloved of the ancient Greek gods, the goddess of the home and hearth, Hestia.

The Hestia Hotel Group includes the parent company Hestia Hotel Group OÜ and subsidiaries offering accommodation services: Baltic Beach Holding OÜ (Hestia Hotel Laulasmaa SPA), Hotel Euroopa OÜ (Hestia Hotel Europa), Tallinn Seaport Hotel OÜ (Hestia Hotel Seaport), Wolf Hotel OÜ (Hestia Hotel Susi), OÜ Hotel Management Services (Hestia Hotel Ilmarine), Tallinn Old Town Hotels OÜ (Hestia Hotel Barons and Hestia Hotel Maestro), Kentmanni Hotell OÜ (Hestia Hotel Kentmanni), Hotel Management Services SIA (Hestia Hotel Jugend).

2. Personal data, processing of personal data

We process personal data as part of our day-to-day economic activities. We may be both the processor and the controller of personal data.

As a processor, we receive personal data from our contractual partners, mainly travel agencies, reservation agencies and other providers of accommodation services through whom you have booked our accommodation and/or another service. As a processor, we process personal data in accordance with the written instructions of the controller.

As the controller, we receive personal data directly from you ('you' or 'your'). As the controller, we determine the purposes and means of processing personal data and we inform you in our [Privacy Notice](#) of the purposes of processing your personal data, your rights and our responsibilities and liability regarding the processing of personal data.

3. General principles and values that we adhere to when processing personal data

We proceed from the principle that every person has the right to the protection of his or her personal data. We take good care of your personal data and we do our best to ensure that your personal data is protected. We understand that the world around us is changing and we must go along with the changes. Therefore, we analyse the risks associated with personal data processing and we take appropriate mitigation measures to alleviate risks.

We process personal data lawfully. We define clear objectives and process personal data for these purposes only. We only collect and process relevant and necessary personal data.

We implement various measures (physical, technical, organisational) to protect personal data from illegal or unauthorised destruction, loss, alteration, disclosure of, acquisition or unauthorised access to them.

If we process personal data based on the individual's consent, the request for consent shall be clearly distinguishable and worded clearly. We take into account that consent can always be withdrawn.

We transfer personal data to our processors. We also transfer it to authorities and supervisory authorities that are legally authorised to have access to personal data.

We require, and we expect our contractual partners to be careful when processing personal data and to keep it secure.

We only retain personal data for as long as required by law or contracts or necessary for our business activities. At the end of the retention period we shall delete the personal data permanently.

We understand that compliance with our applicable privacy requirements is enforced through our employees. Therefore, we consider it important and we are committed to ensuring that our employees are aware of and comply with the privacy requirements.

4. Cookies

We use 'cookies' on our website that you can accept if you choose to use our website. 'Cookies' help us to improve the services offered to you and make these more convenient.

We collect data on how you communicate with our website and/or our application. In addition to this, we collect information from your computer or device, such as the IP address, the browser you are using, and language settings. We use these data for statistical purposes to improve our web pages and applications and to display custom content to you.

If you prefer your personal data not to be processed on the website, you can activate the private browsing feature of your web browser.

5. Your rights relating to personal data

You have control over your personal data. Your rights include a right of access to your personal data, a right to request us to rectify personal data, a right to be forgotten, a right to the restriction of processing of personal data, a right to personal data portability and a right to withdraw consent given for personal data processing.

If you have questions or requests regarding your personal data, please contact us at (gldr@hestiahotels.ee). You have the right to file a complaint with the Data Protection Inspectorate (www.aki.ee).

6. Validity and availability of the Privacy Policy

We may update the Privacy Policy from time to time. The current Privacy Policy is available on our website www.hestiahotelsgroup.com.