



Privacy statement

Introduction

City Hotel Gouda processes information about individuals on a daily basis. City Hotel Gouda adheres to the law and respects the privacy of the individuals about whom it receives information, treating that information as strictly confidential. In this privacy statement, we explain which personal data City Hotel Gouda processes and for what purposes. This privacy statement does not apply to the processing of personal data by third parties, such as companies and/or websites that offer travel or travel packages. We recommend that you read this privacy statement carefully.

City Hotel Gouda, located at Hoge Gouwe 201, 2801 LE Gouda, Chamber of Commerce number 51862964, cheese@cityhotelgouda.com, is the data controller responsible for the processing and storage of your personal data. If you have any questions regarding the contents of this privacy statement, you can contact Mr. H.J. van Catz at 0182-860086 or hubert@cityhotelgouda.com.

Personal Data

City Hotel Gouda City Hotel Gouda processes various types of personal data for different purposes. Below, we explain what personal data we process and for what purposes.

Guest Administration

To (book) an overnight stay in one of our accommodations or to rent one of our meeting rooms, the hotel needs your name, address, city, telephone number, email address, date of arrival and departure, and your payment details. We may receive this information directly from you and/or from third parties with whom you have gone through the booking process. We may request additional personal data from you to execute our services, such as your nationality, gender, or guest preferences. We only process health data based on your explicit consent to better serve you, for example, by providing access for people with disabilities. Additionally, we are legally required to verify your identity. We will do this on-site at the hotel using an identity document you present. We do not make a copy of this. This data is used internally only and will not be shared with other organizations for commercial purposes.



Video Surveillance

City Hotel Gouda uses video surveillance as necessary to secure its property and protect its guests and employees. Through the surveillance footage, City Hotel Gouda gains insight into the activities of individuals.

(Direct) Marketing / Newsletter

We periodically send a digital newsletter via email to our guests and interested parties. We only send this newsletter to guests who have indicated that they wish to receive it. Each newsletter includes an unsubscribe link, allowing the recipient to unsubscribe immediately.

Social media

City Hotel Gouda is present on various social media platforms, including Facebook and Instagram. We may use your personal data when you use features on these websites and/or apps, such as a "Facebook-like." If such a function is used by you, we may obtain your personal data via our social media in question.

Job application procedure

City Hotel Gouda collects and processes data from applicants through personal contacts, by post, email, and/or phone calls. We collect the name, gender, contact details, motivation letters, information about educational background, and work history of the applicant. This data is relevant for the application process and will be deleted no later than four weeks after the procedure ends. If you give permission, City Hotel Gouda may retain your personal data longer in its records so that you can be contacted again in the future if needed.

Employees

City Hotel Gouda also processes personal data of employees in the context of the employment contract and based on legal grounds. For information about the processing of employees' personal data, we refer to the Privacy Statement for employees of the hotel where you work.

Recipients

We do not share your personal data with companies, organizations, or individuals outside City Hotel Gouda, except in one of the following circumstances:



Execution of an Agreement

Disclosing your personal data to third organizations is permissible when necessary to fulfill our contractual obligations to you. Part of this involves processing your reservation. If necessary for payment processing, we use a third party for handling online payments.

With Consent

With your consent, we may disclose your personal data to other parties. Consent applies only if it is clear what you are consenting to and what the consequences of that consent are.

For External Processing

We provide personal data to our partners so they can process data for us, based on our instructions and in accordance with our privacy policy and other appropriate confidentiality and security measures. Our partners include our IT suppliers and the manager of the hotel's software reservation system. If you book directly through the website of BWH Hotels or other booking channels, your personal data will also be processed/stored by these external booking channels. For the processing of your personal data by the external booking channels, we refer you to their own privacy policies.

For Legal Reasons

We share personal data if we believe that disclosure is necessary to comply with applicable laws and regulations, legal procedures, or requests from government agencies.

Legal Obligation

If a legal obligation requires us to do so, we will provide your personal data. For example, it is possible that the police may request information from us as part of a fraud investigation. Another example is that the tax inspector can demand all data necessary for tax collection under Article 47 of the General Tax Act. Finally, the municipality may also request the provision of data for checking the tourist tax assessment. City Hotel Gouda makes arrangements with the recipients of your personal data to ensure that the data is treated confidentially and secured.

Retention Period

We do not retain your personal data longer than necessary, unless we have a legal obligation to keep your personal data longer. Our basic principle is that we only retain personal data as long as necessary to provide you with our products and/or services. After that, we will delete your personal data as far as possible. If you have provided your email address so that we can keep you informed about our services, we will retain your data for that purpose.

Cookies

City Hotel Gouda uses cookies. A cookie is a small text file that is stored on a visitor's device (electronic device) during their first visit to a website. Cookies aim to collect information about someone, the website, or statistics. Some cookies also aim to improve the user experience of the website.

Types of cookies

We distinguish between functional and non-functional cookies. We always place functional cookies as they are necessary for the website to function properly. Non-functional cookies process personal data outside of your view. They primarily enable us to improve our service. For example, we can measure how often our website is used and what information visitors are looking for. We always ask for permission for non-functional cookies.

We use the following non-functional cookies:

1. Analytical cookies

- With analytical cookies, we collect statistics about the use of the website by users. By measuring website use, the website can be improved for the benefit of users. Among other things, the following data is stored:
- The IP address, which is anonymized;
- Technical characteristics, such as the browser you are using;
- From which page you arrived at the webshop and/or booking module

2. Tracking cookies

These are cookies that are placed to identify an internet user on a website. By placing tracking cookies, we can track which web pages you visit. From the information about your website visits, we can infer your preferences and interests. Based on this, we can make you personalized offers.

3. Advertising cookies

We use advertising cookies to display personalized advertisements and to measure the effectiveness of an advertising campaign. The advertising cookies are necessary to actually display the advertisements.



4. Blocking and Deleting Cookies

If you do not want our website to store cookies on your computer, you can indicate this in the cookie notification you see during your first visit to our website. If you have already accepted our cookies, you will not see this notification again, and you will need to delete the cookies (if desired) yourself. You can also choose to block the placement of cookies through your browser. If you block all cookies, our website will not work as well. We recommend that you selectively disable only unwanted cookies. You can do this in your browser settings.

Your rights

You have a number of legal rights against us: access, rectification or completion, data portability, restriction of processing, transfer of digital data, and the right to object. Below, we explain these rights and how you can exercise them against us.

Right of Access

Upon your request, we will inform you in writing whether we process personal data about you. When making the request, you must identify yourself by means of a copy of your driver's license or identity document. In our response, we explain which personal data we have processed or are processing, and provide a copy of that data. We also explain for what purposes the data is or will be processed, with whom the data is shared, how long it is expected to be stored, and which other rights you can assert.

Rectification of Modification

If you have received access to the processing of your personal data, you can request us to correct inaccuracies or to complete any deficiencies. We will motivate our response. If we proceed with the correction, you will receive an additional statement from us. That statement will also be provided to any recipients of your incorrect or incomplete data.



Data Portability

You can request us to delete your personal data in our systems in one or more of the following cases:

- The personal data is no longer necessary for the purposes for which we processed it;
- You withdraw your consent for (further) processing, and there is no other basis for processing;
- You make a justified objection and there are no compelling reasons not to honor your objection;
- The personal data has been unlawfully processed by us;
- We are required to delete your personal data based on a legal obligation;
- If you are younger than 16 years and we have collected your personal data through a third party.

Restriction of Processing

You have the right to request that we restrict the processing of your personal data in the following cases:

- You contest the accuracy of your personal data;
- The processing is unlawful, and you oppose deletion;
- We no longer need the personal data for processing, but you need it for legal claims;
- You have exercised your right to object.

Transfer of Digital Data

You have the right to request that we provide your personal data in a structured, common, and machine-readable format. If you wish, we can also transfer this data directly to another party if this is technically possible.

Right to Object

You may object at any time to the processing of personal data relating to you. This applies particularly to any profiles we have created based on your personal data. We will cease processing your data upon receipt of the objection unless we can provide compelling legitimate reasons that outweigh your interests, rights, and freedoms. If we process your personal data for sending a newsletter, a survey, or for direct marketing purposes, you may object at any time, and we will immediately cease processing.



Excercising Your Rights

If you wish to exercise one or more of the rights listed above, you can contact us via cheese@cityhotelgouda.com. City Hotel Gouda will decide on your request within 4 weeks, unless we inform you within that period that we need more time.

Is your personal data being processed based on your consent? Then you have the right to withdraw your consent. Any withdrawal of your consent does not affect any processing that occurred prior to the withdrawal.

Liability

Despite the care and attention devoted to managing this website, it is possible that the site contains incorrect information. City Hotel Gouda cannot be held liable for technical or editorial errors that occur on this website, nor for any consequential damage resulting from the use or temporary unavailability of this website or the links to third-party websites.

Complaints

Do you have a complaint about the use of your personal data? We refer you to the complaints procedure with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). This body is authorized to review your complaint.

Questions?

If you have any questions, please send an email with your question to cheese@cityhotelgouda.com.

This privacy statement complies with the General Data Protection Regulation (GDPR). We reserve the right to periodically update this privacy statement. The latest version will be published on the City Hotel Gouda website.