

Personal Data Processing Policy

1. Data Controller

The data controller for your personal data is:

Resort Na peci s.r.o.

Company registration number: 23981121

B. Němcové 1692/38

370 01 České Budějovice

Email: info@resortnapeci.cz

Resort Na peci s.r.o. processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), Act No. 110/2019 Coll., on the processing of personal data, and other applicable legislation of the Czech Republic.

Your privacy is important to us and we take care to ensure the security and protection of your personal data when processing it.

2. What personal data do we process?

Depending on the services used, we may process the following personal data in particular:

- first name and surname,
 - home address,
 - date of birth (where required by law),
 - telephone number,
 - email address,
 - details required for booking and accommodation,
 - billing details,
 - payment details (to the extent necessary to process the payment),
 - vehicle registration number (for example, when using the car park or Stellplatz),
 - communication via email or the contact form,
 - CCTV footage from the resort premises.
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3. For what purposes do we process personal data?

We process your personal data only to the extent necessary and for the following purposes:

- to process bookings for accommodation or other resort services,
- to conclude and fulfil the accommodation contract,
- to provide the agreed services,
- maintaining statutory records of guests,
- issuing accounting and tax documents,
- communicating with customers and responding to enquiries,
- protecting property, health and personal safety via a CCTV system,
- sending marketing communications or newsletters, provided you have given us your consent or where permitted by law.

4. Legal basis for processing

We process personal data on the basis of:

- performance of a contract pursuant to Article 6(1)(b) of the GDPR,
 - compliance with legal obligations pursuant to Article 6(1)(c) of the GDPR (in particular accounting, tax and record-keeping obligations),
 - the controller's legitimate interests pursuant to Article 6(1)(f) of the GDPR (in particular the protection of property, personal safety and the handling of any claims for damages),
 - your consent pursuant to Article 6(1)(a) of the GDPR, where required (for example, for sending marketing communications).
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5. Where we obtain personal data from

We obtain personal data primarily:

- directly from you when you make a booking or stay with us,
 - via the booking form on our website,
 - during email or telephone communications,
 - via booking portals that you use to book your stay (e.g. Booking.com or similar services),
 - from the CCTV system
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6. How long we retain data

We retain personal data only for as long as is necessary to fulfil the purpose of its processing or for the period specified by law.

In particular:

- data relating to bookings and accounting for the period specified by accounting and tax regulations,
 - data on guests staying at the accommodation for the period specified by the relevant legislation,
 - CCTV recordings, as a rule, for a period of 7 days, unless they are required to resolve an incident or to protect the controller's rights,
 - data processed on the basis of consent until such consent is withdrawn.
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7. To whom personal data may be disclosed

Your personal data may only be disclosed to the extent necessary:

- authorised employees of the controller,
- accountancy service providers,
- IT service providers,
- the operator of the booking system,
- payment service providers,
- web hosting providers,
- public authorities, where we are required to do so by law.

All persons who process personal data on our behalf are contractually bound to protect it.

8. CCTV system

A CCTV system may be operated on the resort's premises for the purpose of protecting the property, health and safety of guests, staff and other persons.

The legal basis for this processing is the controller's legitimate interest pursuant to Article 6(1)(f) of the GDPR.

Areas monitored by the CCTV system are always marked with the relevant pictogram.

9. How we protect your data

We have put in place appropriate technical and organisational measures to protect your personal data against loss, misuse, unauthorised access, alteration or disclosure.

Access to personal data is restricted to those who need it for their work and who are bound by a duty of confidentiality.

10. Your rights

In relation to the processing of personal data, you have the right to:

- request access to your personal data,
 - request the rectification of inaccurate or out-of-date data,
 - request the erasure of personal data, provided the conditions of the GDPR are met,
 - request restriction of processing,
 - object to processing based on a legitimate interest,
 - withdraw your consent to processing,
 - to request data portability, where permitted by the GDPR,
 - to lodge a complaint with the Office for Personal Data Protection (www.uoou.gov.cz) if you believe that the processing of your personal data has breached the law.
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11. Cookies

Our website may use cookies to ensure the website functions correctly, to analyse visitor traffic and, where applicable, for marketing activities.

Detailed information on the use of cookies can be found in our separate Cookie Policy.

This Personal Data Processing Policy is updated on an ongoing basis to ensure it complies with applicable legislation and the manner in which we provide our services.

Last updated: 22 July 2026