

Privacy Policy

Generality

H.D. SRL has developed this Internet Privacy Policy in order to conform its activity to that of a trusted entity that ensures, respects and maintains the right to privacy of Visitors in the online environment.

It is the data controller of any personal data collected through this site as defined by the European Regulation GDPR 679/2016. The owner will process any data collected through this website in the manner and as specifically illustrated below.

Collection of personal data and purposes of processing

H.D. SRL will only collect, and process personal data voluntarily provided by visitors to this site. Visitors can navigate the site even without revealing personal information and data. Each Site Visitor may choose to provide H.D. SRL limited personal data as required to obtain information about our services. Once registered, the personal data collected will only be used for the services indicated in the available information.

Site visitors can provide their data to:

- subscribe to our newsletter
- request information on services, products, offers, availability for stays, events
- book a stay/holiday at our facility or purchase a service (ex. Wellness, etc.)
- sign up for events
- send CV
- purchase services/products/vouchers

Communication to third parties

Personal data will not be communicated to other companies without your explicit consent. However, personal data may be sent to bodies and institutes for the fulfilment of legal obligations.

H.D. SRL does not deliberately collect sensitive or judicial personal data through the website.

Sensitive data, pursuant to art. 4 of the European Regulation GDPR 679/2016, include personal data suitable for revealing racial and ethnic origin, religious, philosophical, or other beliefs, political opinions, membership of parties, trade unions, associations or organizations of a religious, philosophical, political or trade union-related, as well as personal data suitable for revealing the state of health and sexual life. Judicial data, always pursuant to art. 4 of the European Regulation GDPR 679/2016, include personal data suitable for revealing provisions referred to in article 3, paragraph 1, letters from a) to o) and from r) to u), of the Presidential Decree. 14 November 2002, n. 313, regarding criminal records, registry of administrative sanctions dependent on crime and related pending charges, or the status of accused or suspect pursuant to articles 60 and 61 of the code of criminal procedure. We recommend that you do not provide such information through our site. If this is necessary (for example in the case of belonging to protected categories in the case of sending a curriculum vitae for hiring purposes, in response to a job advertisement or in the case of expression of interest in working with us) we invite you to send us a declaration by registered letter expressing your consent in written form to the processing of this information.

Integration of third-party services and content and data transfer to third countries

- Google Analytics, Google-IP-Locator, Google Maps, Google Maps Distance Api, Google reCAPTCHA

Owner: Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA

- YouTube-Contents

Owner: Google Inc., Amphitheater Parkway, Mountain View, CA 94043, USA

- Social Network Facebook
- Owner: Facebook Inc., Menlo Park, California, USA
- Nozio Srl

Additional external content may be loaded via widgets and frames. To access this list of external content, you must send an email to info@nozio.biz

Links to third party sites

Please note that www.hotelvillasylva.com may contain links to other sites, which are not governed by this privacy policy.

Data storage and deletion

The information and personal data of Visitors collected by this site, including data freely provided to obtain the sending of informative material or other communications by writing in the contact forms of this site, will be retained for the sole purpose of providing the service. requested and for the duration necessary for the same purpose. Once the service is completed, all personal data will be destroyed in accordance with H.D. SRL 's data retention policies., unless otherwise requested by the authority and subject to conservation requirements established by law, or by what is indicated in this policy "measures of use of the website www.hotelvillasylva.com for particular sections of this website, or according to its explicit requests.

Exercise of the rights of the interested party

At any time, pursuant to art. 15 and following of the European Regulation GDPR 679/2016, it will be possible to verify your personal data collected through this site and possibly have it corrected, updated, or deleted, or exercise the other rights recognized by law, by writing or contacting the data controller at the following address www.hotelvillasylva.com

Data security

The necessary technical and organizational security measures are applied to protect personal data from loss and misuse. H.D. SRL protects personal data through the application of internationally recognized security levels, as well as through security procedures that protect personal data against:

- Unauthorized access
- Improper use or disclosure
- Unauthorized modification
- Loss or destruction accidental or caused by unlawful act

Cookies/Advertisements

Cookies are small text files that are saved on the computer of the visitor of certain websites. For the website www.hotelvillasylva.com and related subdomains we use cookies, asking for consent from the user where applicable law or regulations require it, to facilitate navigation and personalize the information addressed to the user. Systems are also used to collect information

about users, such as IP address, browser type and operating system used and/or web pages visited by a user, for statistical or security purposes.

Cookies are not harmful to the visitor's computer, tablet, or smartphone. In the cookies generated by the www.hotelvillasylva.com site, no personal identifying data is stored but only encrypted information.

Specific use of personal data

Below are specific indications regarding the functioning of sections of this website:

- **Section: Contact request**

The "contact request" section of this site offers the possibility of requesting information on services, products, events/courses and requesting quotes. If you decide to send your personal data, they will be processed exclusively for these purposes by specifically appointed personnel and according to normal internal procedures.

- **Online Request/Booking Section**

The "Online Request/Booking" sections of this site offer the possibility of requesting information on offers, availability for stays/holidays or to book or purchase holidays/stays or our other services (ex. Wellness, etc.). If you decide to send your personal data, they will be processed exclusively for these purposes by specifically appointed personnel and according to normal internal procedures.

Section: Newsletter

If the user of the www.hotelvillasylva.com website decides to subscribe to our newsletter, he/she will have to communicate his/her personal data (ex. e-mail address, etc.) by filling out the contact form in the "" section. newsletter". The data collected in this way will be processed to send the newsletter and in any case as indicated in the information at the foot of the service registration page.

- **Section: Jobs**

The "Jobs" section of this site offers the possibility of expressing interest in working at our company or responding to a job advertisement for vacant positions or new positions. If you decide to send your personal data, they will be processed exclusively for these purposes by specifically appointed personnel and according to H.D. SRL's normal internal personnel management procedures.

Under the age of 16

The H.D. SRL website governed by this privacy policy is not intended for use by children under the age of 16. We understand the importance of protecting information intended for minors, especially in an online environment and therefore we do not deliberately collect or maintain personal data relating to minors.

General conditions for the purchase of vouchers

Conditions of purchase

The contract ends with the payment of the voucher.

Order

The order is placed in the vouchers section on our website and paid directly by credit card or bank transfer. The paid voucher will be delivered via email to be printed. Upon request, the voucher can also be sent by post. The vouchers are marked with a personalized barcode, which is necessary for redeeming the voucher. The customer is personally responsible for the conservation and use of his original voucher. The seller cannot be held responsible for any improper use of the original voucher. In the event of loss, theft or improper cancellation of vouchers, the amount cannot be refunded.

Prices and products

Vouchers purchased and ordered cannot be redeemed for cash, not even partially. If the consumption is less than the value of the voucher itself, the beneficiary will receive a new voucher for the difference amount. No responsibility is assumed for any delays in delivery of the postal shipment. The voucher is valid only after full payment of the amount due. Vouchers are valid for 1 year from the date of issue. The voucher must be redeemed within this period. The items and packages may change within the validity period and/or deviate from the indications on the voucher itself.

Right of withdrawal

There is the possibility of requesting the cancellation of the voucher. The voucher can only be returned with a written request sent to us within 14 days of issuing the voucher. The right of withdrawal does not exist if the provision of the requested services has already begun within this period.