

QUALITY, ENVIRONMENTAL & PERSONAL DATA POLICY

Our vision is to be a high standard hotel with fully refurbished and family-run facilities, offering integrated services to our customers (restaurant, rent a car) so that their stay is characterized by quality, relaxation and fun.

The purpose of the hotel is to provide guests with integrated services, constantly improving our infrastructure and services, utilizing modern communication and visibility, staff with specialized knowledge and experience, oriented to the proper operation and management of the rooms, hygiene and safety, environmental protection and prompt and courteous service to the full satisfaction of our customers.

In order to achieve our goals we commit to:

- Implement an ISO 9001: 2015 Quality Management System with Bureau Veritas GDPR Technical Specification and GREEN KEY.
- Ensure that all staff are aware of the Quality, Environment & Privacy Policy, the objective and have a thorough understanding of the elements of the Management System.
- Review the proper implementation of the management system procedures.
- Satisfy our customers' requirements from the first time.
- Evaluate and meet (where applicable) specific customer requirements as well as those of vulnerable social groups.
- Work with all stakeholders - visitors, agencies, suppliers, councils to improve our performance.
- To process the necessary personal data required for the purposes only when strictly necessary for legal and regulatory purposes or for legal purposes.
- Provide transparent information to customers, employees and partners / suppliers on how they are processed, and by whom they process them.
- Observe fair and legal treatment.
- Keep a record of the categories of data we process.
- Keep a risk analysis record of personal data.
- Keep accurate and up-to-date data only for the time required for legal and regulatory reasons and legal purposes.
- Respect the rights of individuals.
- Keep the data safe.
- Cooperate with the Supervisory Authority when required.
- Make the most of our staff's know-how and experience while ensuring good working conditions while focusing on continuing education.
- Ensure that we have all the resources necessary to achieve the goals and to continually improve the efficiency of the Management System.
- To follow the bibliography, the legislation, the regulations, to know them, to apply them and to cover them.
- Provide necessary and up-to-date equipment (hardware & software) for guest booking and service and data protection.
- Identify and reduce failures to eliminate them.
- Respect the environment on the one hand by saving energy on the operation of our systems (air conditioning, solar water heaters) and on the other hand by recycling materials (glass, paper, aluminum, plastic, oils) and using environmentally friendly maintenance and cleaning fluids.
- Implement ways to save energy (water and electricity).

Evaluating the process of continuous improvement, the hotel invests in practices and strategies for providing quality services, protecting the environment and properly informing and addressing the needs of data subjects in a team spirit and with the full involvement of all employees.