

# Privacy Policy - Vizura Sport

## Introduction

This privacy policy, in accordance with the Personal Data Protection Act ("Official Gazette of RS", No. 87/2018, hereinafter referred to as the Law), aims to provide information about the types of personal data that VIZURA SPORT collects, the methods by which these data are processed, the purposes of processing, as well as your rights concerning the processing of your personal data. Personal data includes all information that identifies or can identify you, such as your full name, date of birth, residential address, email address, phone number, IP address, payment card number or bank account details, and similar.

## Data Controller

The data controller of personal data processing is VIZURA SPORT, located at Cara Dušana 105, 11080 Zemun - Belgrade, email: vizura@citycode.rs, phone: 011 6305 990. VIZURA SPORT commits to protecting your privacy and the security of your personal data in accordance with the Law and the highest standards governing this area.

## Collection and Processing of Personal Data

Your privacy and the protection of personal data are of utmost importance to us. Personal data is processed transparently, lawfully, and only to the extent necessary for fulfilling specific, legitimate purposes.

a) Data collected for fulfilling legal obligations:

- Full name
- Date and place of birth.
- Residential address (city, country, postal code)
- Nationality
- Gender
- Length of stay
- Identification document details (ID card or passport)

These data are collected and processed to fulfil legal obligations of registering domestic and foreign guests with the competent authorities.

b) Data collected for fulfilling contractual obligations to guests:

- Full name
- Gender
- Residential address
- Identification document details (ID card or passport)
- Email address.
- Phone number.
- Credit card number and payment details.
- Your preferences regarding room type, room view, additional packages, etc.
- License plate number of your car, to provide you with parking/garage space and ensure you are a guest of our hotel entitled to parking/garage space under agreed conditions.

The above-mentioned data are processed based on the contract we conclude with you, aiming to provide and charge for our services.

c) Personal data processed for personalized communication:

- Full name
- Nationality
- Address
- Mobile phone number
- Email address.

These data are processed based on our legitimate interest to offer you specific services and benefits. They are used for sending emails, SMS messages, our newsletters, and for conducting surveys among our guests to improve our offer and service quality. If you do not wish to be informed about our offers, services, and benefits, you may unsubscribe at any time by sending an email to our contact address [vizura@citycode.rs](mailto:vizura@citycode.rs), and we will act upon your request and cease processing your personal data for this purpose.

### **Notice of Guests' Rights**

It's important to emphasize that, in accordance with the Personal Data Protection Act ("Official Gazette of RS", No. 87/2018) or GDPR regulation which governs personal data protection in the European Union, you have certain rights regarding the processing of your personal data. This includes the right to access your data, the right to correct inaccurate data, the right to deletion, the right to restrict processing, as well as the right to object and the right to data portability. More detailed information on these rights and how you can exercise them is available by contacting our data protection officer.

### **Data Transfer Abroad**

VIZURA SPORT commits to processing all personal data within the Republic of Serbia and will not transfer them abroad without your explicit consent, except in cases where it is necessary for providing services or fulfilling contractual obligations, in accordance with applicable laws and regulations on data protection.

For any additional information or questions related to our privacy policy, please feel free to contact us. Your privacy and the protection of personal data are our highest priority.

### **Conclusion**

Personal data is collected and processed for the purpose of registering guests at the Hotel operated by the Company and providing services including, but not limited to: accommodation, food and beverage, use of sports and recreational facilities, and other services offered by VIZURA SPORT to its guests.

VIZURA SPORT commits to processing all personal data in accordance with the highest standards of privacy and data protection. Our privacy policy is focused on transparency and providing clarity to our guests about how their data are used and protected. For any additional information, suggestions, or inquiries, please contact us via [vizura@citycode.rs](mailto:vizura@citycode.rs) or phone at 011 6305 990.

In Belgrade, January 5th, 2024 - Vizura Sport LLC