



PRIVACY POLICY OF DOM CARLOS HOTELS

1. Data controller

Company identification, as well as general contacts and data protection email

2. Purpose of Treatment

3. Cookies

3. Data Storage

Period for which the collected data are kept

4. Changes to the Privacy Policy

1. Data controller

The Companhia de Investimentos Hoteleiros Dom Carlos, Lda., headquartered at Avenida Duque de Loulé n.º 121, 1050-089 Lisbon, with tax number 500 068 038 and Companhia de Investimentos Hoteleiros Presidente, Lda., headquartered at Rua Alexandre Herculano n.º 13, 1150-005 Lisbon, with tax number 500 868 409, hereinafter “Dom Carlos Hotels”.

2. Purpose of Treatment

Dom Carlos Hotels collect personal data through its website, telephone, e-mail, forms on websites, paper forms and postal mail. These data are intended to manage the reservation and stay of customers; personalization of our services; answering questions, suggestions or complaints; sending newsletters, promotions.

3. Cookies

Dom Carlos Hotels may use cookies to help determine the usefulness, interest and number of uses of this Site, also allowing for faster navigation by eliminating the need to repeatedly enter the same information. The cookies used by Dom Carlos Hotels respect the anonymity of users, namely not being used to collect any personal information.

4. Data Storage

Dom Carlos Hotels keep the personal data of their customers throughout the duration of the contractual relationship and up to 10 (ten) years from the end of this relationship, and in some situations the retention period may be longer, in which case this extension will be legally justified and upheld. This period was defined considering the applicable laws in matters of personal data and civil and commercial contracting and in view of the eventuality that Dom Carlos Hotels need to present evidence in any litigation or potential litigation between themselves and the data owners.

In the case of the processing of personal data for marketing and commercial communication purposes, this data processing will only be carried out with the consent of the data subject, given at the time of

collection of the personal data. If you consent, the data owner may receive marketing communications via email, postal mail, telephone contact and SMS.

Consent to the processing of personal data for marketing and commercial communication purposes may be withdrawn at any time, although this right to withdraw consent does not compromise the lawfulness of the processing carried out on the basis of the consent previously given or the subsequent processing of the same data, based on another legal basis, such as: execution of a contract to which the data subject is a party, for pre-contractual steps at the request of the data subject and compliance with legal obligations to which the Dom Carlos Hotels are subject.

If you wish to withdraw your consent, the data subject can contact us for the contacts indicated. Hotel main: info@domcarloshoteis.com and Data Protection: rgpd@domcarloshoteis.com

5. Changes to the Privacy Policy

Dom Carlos Hotels may change or update this Privacy Policy attending new legal or regulatory requirements, as well as following improvements in the quality of their services and development of our commitment to the protection of personal data. Any changes to this Privacy Policy will be duly publicized in the various communication channels of the Dom Carlos Hotels.

Latest update in September 2021