

PRIVACY POLICY JSC "RUGINĖ"

1. PRIVACY POLICY

Respecting the right to privacy and confidentiality of personal data of its guests and interested parties, JSC Ruginė undertakes to process the data obtained during registration and the stay in a proper and fair manner, and not to disclose such data to third parties, unless obliged by law.

The Privacy Policy reflects the data processing practices of JSC Ruginė with regard to the data of guests and interested persons.

If you have any questions regarding the processing of personal data, please send an email to: Info@aukstoiliskiava.lt

1. Collecting Information

JSC Ruginė complies with the Law on Legal Protection of Personal Data and the General Data Protection Regulation (GDPR). The following information about the Guests is collected by the Sales and Marketing Departments of JSC Ruginė, website www.aukstoiliskiava.lt

In order to provide quality service to its guests, to protect the property of its guests, and to ensure security and privacy during their stay, JSC Ruginė collects data about its guests through:

- e-marketing - by guest consent;
- video recordings (using the services provided by JSC Ruginė, when visiting SPA Residence „Aukštoji Liškiava“, and recording of telephone conversations (by calling JSC Ruginė, the contact phone number);
- by phone or email (for corporate services);
- electronic booking systems (for booking company services);

NOTE:

All documents issued by JSC Ruginė to the guest (e.g. invoices, spa programmes/procedures) and the confidentiality and non-disclosure of the data they contain to third parties are the responsibility of the guest.

2. USE OF PERSONAL INFORMATION

JSC Ruginė uses guests' personal data for the following purposes:

- providing accommodation, health and other services;
- handling orders, registration processes and enquiries;
- sending pre-registration cards, invoices and quality assessment forms to customers;
- by sending you information about our services and special offers (if you agree to receive such information);
- to ensure the safety of guests;

3. TRANSMISSION OF PERSONAL DATA

Under no circumstances will personal data provided by guests be provided to third parties, except in the following cases:

- insurance companies, if the guest is insured and uses services paid for by the insurance company;
- if it is necessary for the proper and high-quality provision of services within the company (e.g., service providers may share necessary information about the guest with each other if it is required for the proper, individualized, and highest quality service delivery);
- law enforcement authorities in accordance with the procedure provided for in the legislation of the Republic of Lithuania;
- if you have consented to the disclosure of your Personal Data in cases not listed above.

With your consent, we will contact you by phone or email for direct marketing purposes and will only send you information about offers tailored to you that may be of interest to you. You can adjust the receipt of this information at any time by contacting us at info@aukstojiiliskiava.lt.

You have the right to object to the processing of your personal data for direct marketing purposes, without giving reasons for your objection, and to request in writing the rectification of incorrect, incomplete or inaccurate personal data.

We will retain your personal information for as long as necessary to fulfil the purposes set out in this privacy policy. For the purposes of subscriptions and direct marketing, data will be retained for a maximum period of 5 years. The retention periods for video and audio recordings are set out in the JSC Ruginė Video Data Policy.

You have the right to access the Personal Data we hold about you. In order to find out what Personal Data we have collected or received and from what sources, for what purposes it is processed and whether all your Personal Data is complete and correct, you must contact us in advance from the email address provided to us. We do not provide such information by telephone.

You also have the right to:

- request us in writing, by email or by telephone to suspend the processing of Personal Data;
- to find out what data we process about you;
- be forgotten, request that we delete the data we have processed about you;
- request that we transfer the data we process about you to another personal data controller;
- by not agreeing to the Privacy Policy, to object to the processing of your Personal Data;

- by immediately expressing your opposition or by providing a subsequent notice to object to the processing of your Personal Data for Direct Marketing purposes.

By ordering our services, you consent to the use of your Personal Data for the purpose of fulfilling the accommodation service. You agree in advance that we have the right to store your Personal Data on a server, in the cloud, to the extent necessary in accordance with the requirements of the legislation of the Republic of Lithuania.

Any request or instruction relating to the processing of Personal Data must be made to us in writing in one of the following ways:

- by delivering such request or instruction directly to us at Upelio g. 8, Jaskonių k., LT-66445 Druskininkai;
- by sending such a request or instruction to info@aukstojiiskiava.lt;

Upon receipt of such a request or instruction from you, we will respond and carry out the actions specified in the request. You will receive a written reply within 10 days.

We may use your IP address to administer our services and website and to diagnose potential problems.

4. USE OF COOKIES

We use cookies to identify you on our websites. Our aim is to personalise our services as much as possible according to your interests.

A cookie is a small amount of information that our server sends to your computer's hard drive to help a website remember you. This information may include website preferences, a URL link to a page, and a unique code generated to identify you.

We use the information we receive through cookies to:

- to avoid re-booking for website visitors,
- to provide Guests with more personalised offers.

In case of any questions, please contact: info@aukstojiiskiava.lt