

TERMS OF USE AND PRIVACY POLICY

INFORMATION AND CONSENT

This Privacy Policy describes how we collect, use, process, and disclose your information, including personal information about you in conjunction with your access to and use of our website www.villayspilonnaxos.com

By reading this Privacy Policy, the user is hereby informed on how we collect, process and protect personal data furnished through the website.

By accessing this website, you agree to our privacy practices as set out in this privacy statement. We may change this policy from time to time. You should check this policy frequently to ensure you are aware of the most recent version.

INFORMATION YOU PROVIDE US

Registration information. The Service is available only to registered users. When you register, we will ask that you provide basic information such as your name, address, mobile phone number and email address.

Payment information. We collect your payment information. You will be asked to provide your payment method and billing information.

Content on the Service. Your use of the Service may involve submission of various types of content, such as contact information, etc. The precise types of content depend on the features of the service you ask.

Inquiries. When you submit an inquiry or customer-service request, you may provide additional personal details depending on the inquiry or request.

INFORMATION WE AUTOMATICALLY COLLECT

Analytical usage data. We collect anonymous analytical information about your use of our web site and your interactions with our web site, your session durations and the web pages you accessed. This may also include basic information about the device you use to access our web site, including its type, screen resolution, operating system, language settings, the Internet Protocol (IP) address, through which your device accessed our web site.



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USE OF COLLECTED INFORMATION

We may use the information we collect for the following purposes:

Operating the Service and providing its features and functionalities

Sending you notifications, messages, communications and announcements related to the Service

Improving and customizing the Service and developing new services

Providing you with support, handling complaints and contacting you when we believe it is necessary

SHARING INFORMATION

We never share the information outlined in this Policy with others, unless you otherwise instruct us, for example as of the following instances:

To book a taxi for you, to book an activity for you, etc.

USER'S RESPONSIBILITY

The User guarantees that they are of legal age or legally emancipated, where applicable, fully capable, and that the information submitted is true, accurate, complete and up-to-date. For these purposes, the User is responsible for the truthfulness of all the data communicated and will keep the information updated, so that said data reflects their actual situation.

The User will be responsible for false or inaccurate information provided through the website and for damages, whether direct or indirect, that this may cause to "Villa Ypsilon Naxos" or third parties.



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COOKIES

We and third-party website analytics provider (such as Google) use. Cookies are packets of information sent by our servers to your web browser and then sent back by the browser each time it accesses our servers. The cookies may contain a variety of information, such as the web pages you have accessed, session durations and IP addresses.

Cookies are used for various purposes, such as to collect statistical information about your use of our website and save you the need to re-login with your username and password in case it is required.

This information is used to make websites work more efficiently, as well as to provide business and marketing information, and to gather such data as browser type and operating system, referring page, path through site, domain of ISP, etc. for the purposes of understanding how visitors use a website. Cookies and similar technologies help us tailor our website to your personal needs, as well as to detect and prevent security threats and abuse.

If you wish to block cookies, you may do so through your browser's settings. You can delete cookies that are already on your computer and you can set your browser to prevent them from being placed going forward. Please refer to the browser's help menu for further information. However, please bear in mind that disabling cookies may adversely affect your user experience on our website. To learn more about how to reject cookies, visit the website

www.allaboutcookies.org

INFORMATION SECURITY

We observe reasonable procedures to prevent unauthorized access to, and the misuse of, personal data.

We implement measures to reduce the risks of damage, loss of information and unauthorized access or use of information. These measures do not provide absolute information security. Therefore, it is not guaranteed, and you cannot expect that the Service will be immune from information security risks.



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DATA RETENTION

We retain personally identifiable information for as long as we deem necessary for the purposes set forth above. We may delete information from our systems, without notice to you, once we deem it is no longer necessary for the purposes set forth above.

THE FOLLOWING DISCLOSURE IS MADE PURSUANT TO THE EUROPEAN DATA PROTECTION REGULATION (GDPR)

We are committed to protecting and respecting your privacy in compliance with EU- General Data Protection Regulation (GDPR) 2016/679, dated April 27th 2016. This privacy statement explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. This Privacy Statement applies to the use of our products and to our sales, marketing and customer contract fulfillment activities. You have the right to withdraw your consent at any time; and to submit a complaint to the relevant supervisory data protection authority.

Collecting personal data based on consents:

The collection of personal data based on consent from the data subject will be done by using "Consent Forms" that will store documentation related to the consent given by the individual. Individual consents will always be stored and documented in our systems.

Collecting personal data based on contracts:

We use personal information for fulfilling our obligations related to contracts and agreements with customers, partners and suppliers.

Collecting personal data based on legitimate interest:

We may use personal data if it is considered to be of legitimate interest, and if the privacy interests of the data subject do not override this interest. Normally, to establish the legal basis for data collection, an assessment has been made during which a mutual interest between "Villa Ypsilon Naxos" and the individual person has been identified. This legal basis is primarily related to our sales and marketing purposes. We will always inform individuals about their privacy rights and the purpose for collecting personal data.



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When do we collect personal data about you?

When you are using our products.

When you interact with us in person, through correspondence, by phone, by social media, or through our websites.

When we collect personal information from other legitimate sources, such as third-party data aggregators, marketing partners, public sources or social networks. We only use this data if you have given your consent to them to share your personal data with others.

We may collect personal data if it is considered to be of legitimate interest, and if this interest is not overridden by your privacy interests.

Before data is collected, we make sure an assessment is made, ensuring that there is an established mutual interest between you and "Villa Ypsilon Naxos".

What type of personal data is collected?

We collect contact information such as your title, name, phone number, email address. We may also collect feedback, comments and questions received from you in service-related communication and activities, such as phone calls, documents, and emails. From our website, we may collect your IP-address and actions taken on the site.

Why do we collect and use personal data?

We collect and use personal data mainly to perform customer service.

We may use your information for the following purposes:

Send you marketing communications which you have requested. These may include information about our services, events, activities, and promotions of products and services. This communication is subscription based and requires your consent.

Send you information about the products and services that you have purchased from us.

Reply to a 'Contact me' or other web forms you have completed on our website.

Follow up on incoming requests (customer support, emails, chats, or phone calls).

Provide access to our customer support.

Notify you about any disruptions to our services.

Contact you to conduct surveys about your opinion on our products and services.



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HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We store personal data for as long as we find it necessary to fulfill the purpose for which the personal data was collected, while also considering our need to answer your queries or resolve possible problems, to comply with legal requirements under applicable laws, to attend to any legal claims/complaints, and for safeguarding purposes.

This means that we may retain your personal data for a reasonable period after your last interaction with us. When the personal data that we have collected is no longer required, we will delete it in a secure manner. We may process data for statistical purposes, but in such cases, data will be anonymized.

YOUR RIGHTS TO YOUR PERSONAL DATA

You have the following rights with respect to your personal data:

The right to request a copy of your personal data that we hold about you.

The right to request to correct your personal data if inaccurate or out of date.

The right to request that your personal data be deleted when it is no longer necessary for us to retain such data.

The right to withdraw any consent to personal data processing at any time

If you want to withdraw your consent, please send us an email. Please note that you may still receive system messages and administrative communications from us, such as order confirmations, system messages and notifications about your account activities.

The right to request to provide you with your personal data and, if possible, to pass on this information directly (in a portable format) to another data controller when the processing is based on consent or contract.

The right to request a restriction on further data processing, in case there is a dispute in relation to the accuracy or processing of your personal data.

The right to object to the processing of personal data, in case data processing has been based on legitimate interest and/or direct marketing.

