

Thank you very much for visiting our website and your interest shown in our Hotel!

We highly value your trust and will strive to protect the security and privacy of any personal information you provide us with.

The privacy and security of your personal information is very important to us. We do not share your personal information in ways not disclosed in our privacy statement or without your consent.

This document outlines the type of personal data we receive and collect when you use our website, as well as some of the precautions we take to safeguard the information. "Hotel Shandela" aspires to design and practice all business processes according to the data regulations of each respective country.

If you have any questions regarding the data privacy statement or privacy concerns, you may contact us through our website.

Collection and processing of personal data

You may visit our website without disclosing who you are. Information about usage patterns such as the time and date of the usage, the amount of data sent, browser, referral domain, the geographic location of the user and the name of the files sent are collected for the purpose of statistical evaluation. We will use this information for the purpose of evaluating your use of the website, compiling reports on website activity and providing other services relating to website activity and internet usage. This data does not enable us to identify you, and we use it in an anonymous way. We do not collect or store the IP addresses.

We collect personal information, when you choose to provide it voluntarily. Usually this occurs when a business relationship is established in the context of a reservation request.

Personal information encompasses personal details, which are entered, when you place a request such as your name, email address, mailing address and phone number. Additional information is required for some activities such as a hotel room booking to process the reservation e.g. your credit card number, CVV and expiration date. This personal information is transmitted only in a secure and encrypted manner.

Use and processing of data

In case you choose to use services of "Hotel Shandela", we collect data that is necessary for the service you requested. If we ask you for more information, it will be on voluntary basis. We use this information to process and fulfil your service request, i.e. a room reservation.

Personal data transmitted to 3rd parties

We use and process your data for marketing and promotional purposes only if you indicate that you wish this to happen. In case you choose to use services of "Hotel Shandela", data will be transmitted in order to fulfil your service request, i.e. data with the details of the room reservation will be transmitted to the requested hotel.