

Privacy Policy

In compliance with the Regulation 2016/679 of the European Parliament and Council protecting individuals with regards to the treatment and disclosure of personal data, we provide the following information about how we collect and process your personal data.

The treatment holder is Società Gestione Campeggi srl, located in Marina di Ravenna, Ravenna (RA) – Viale delle Nazioni 301, 48023 – telephone +39 544 531084, e-mail amministrazione@mosaicovillaggi.it

Your personal data are processed using ordinary IT tools and on paper respecting legal provisions, internal rules and company policy in order to guarantee safety, confidentiality, availability and integrity and also the exactness, updating and relevance of data with regards to the following stated purposes. The treatment will be carried out with the utmost respect of the principles of righteousness, transparency and safeguard of your privacy. Data will be processed by authorized and properly trained staff. Should an external party be used for the processing of some data, that subject will be nominated Responsible for the treatment as per art. 28 of the Regulation.

Purpose of the treatment and legal basis.

We process our customers' data on the basis of our contractual obligations with you: to enable us to give you the service you would reasonably expect from us, deal with the reservation of your stay and other services; for invoicing purposes; on the basis of legal obligations: with regards to fiscal and accounting purposes or in compliance with art. 109 of R.D. 18/06/1931 n. 773 (Italian Consolidated Law on Public Security) to provide the Security Authority with the data of the registered customers; on the basis of consent expressed in a clear and unequivocal way: to send you our newsletter and advertising material so that you can be updated with regards to our prices and special offers, to keep your personal data in our records for a maximum of 24 months in order to speed up possible future check-ins, to having images that might include you taken during events that we organize posted on our web site and social media; on the basis of a legitimate interest: to carry out video surveillance in parts of our premises that will be clearly flagged in order to protect our property and the safety of our guests. Images will not be disclosed to anyone with the exception of specific request made by judicial authority or by criminal police. Images collected are cancelled after 48 hours.

We process our suppliers' data on the basis of contractual and legal obligation in order to manage the existing business relationship, for invoicing, accounting and tax purposes.

We process data of potential customers on the basis of a pre-contractual agreement in order to establish a business relationship and on the basis of given consent at sending newsletters regarding our activities, special offers and prices.

When the treatment is based on legal or contractual obligations or is necessary to fulfill our contractual obligation with you, you are required to provide your personal data. Should you refuse to provide your data or refuse to consent to the treatment or to their disclosure, we might be unable to establish or maintain a relationship or will be unable to carry out operations that require by law the communication of data to interested subjects.

When treatment is based on consent you have the right to withdraw your consent to the processing at any time without this affecting the legality of treatment based upon consent previously granted.

Data recipient

Customers' data might be communicated to the following: Tax Authorities, Fraud Department Police, Judicial Authorities, Public Security Authorities, Law Enforcement Agencies, Local Health Authority, Professional Practices, Public and Local Institutions.

Suppliers' data might be communicated to the following: Tax Authorities, Fraud Department Police, Judicial Authorities, Public Security Authorities, Professional Practices, Public and Local Institutions.

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the purposes of fulfilling our obligations to you, and enabling us to assist you efficiently in the future. Data will be held for 24 months; should you have agreed to receiving our newsletter or other advertising material data will be held for not longer than 24 months; data regarding invoicing will be held for not longer than 10 years from the date of publication of last financial statement.

Your rights

With reference to the above mentioned treatment of your data held in our archive, **you may exercise the rights as per Chapter III, art. from 15 to 22 of EU Regulation 2016/679** and more specifically:

- Right of access (art.15)
- Right of amendment (art.16)
- Right of cancellation (right to be forgotten, art.17)
- Right of limitation of treatment (art.18)
- Right of data portability (art.20)
- Right of opposition (art.21)

In order to exercise these rights you may contact us via telephone, mail, fax or e-mail using the contact information provided at the top of this report.

Right to make a complaint to a supervisory authority

As per art. 13, paragraph 2, letter d) you have the right to lodge a complaint with the Personal Data Protection Authority should you come upon a violation of your personal rights or with regards to the treatment of your personal data.

For further information with regards to the treatment you can contact our headquarters using the contact info given at the top of this report.