



## Personal data protection policy

Thank you for visiting our website. The protection of your personal data is very important for us, which is why, along with quality content, we also guarantee your right to make your own decisions about the use of your data. This privacy policy governs the collection, storage and processing of personal data collected by the operator from users.

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### Administration of the personal data collection

The manager of the collection of personal data is TERME SNOVIK-KAMNIK, d.o.o., Molkova pot 6a, 1241 Kamnik (Location of therme: Snovik 7, 1219 Laze in Tuhinj).

The authorized person in connection with the protection of personal data can be reached at [kakovost@terme-snovik.si](mailto:kakovost@terme-snovik.si).

As a recipient or the user authorizes the manager to collect, process and store the provided personal data in accordance with the applicable legislation on the protection of personal data.



## **Categories of personal data**

Obtained data kept by the manager of personal data collection:

- E-mail address;
- First and last name and title or gender due to personalized emailing needs;
- Gender;
- Date of birth;
- Company name;
- Physical address of the person and company;
- The company's industry;
- Responses from the satisfaction survey;
- Date on purchases, reservations and complaints;
- Health condition;
- Telephone;
- GSM;
- Which messages the user opened and which links in the messages he clicked;
- Which pages he visited on the portal;
- Past inquiries and invoices;
- Used IP addresses and cookie IDs.

## **Purposes of personal data processing**

The operator will use data obtained from the users for the following purposes:

- Communication regarding orders, purchases, reservations, inquiries or (pre)contractual relations;
- Implementation of prize games and events,
- Statistical and market analyses; tracking of e-mail clicks and opens and website clicks for segmentation and customization of e-mail content;
- Informing and sending e-news, articles, notifications about events by e-mail;
- Direct marketing and sending of offers by SMS/MMS, e-mail and notification messages, regular mail, on the website and mobile applications and making phone calls;
- Segmentation, profiling and automated processing in order to create customized messages and offers that will be more relevant to the user;
- Performing treatment within the scope of spa and wellness activities;
- Displaying customized ads on advertising platforms (Google and Facebook).



When sending e-mails, the administrator records the opening of received messages by individuals and clicks on links in received messages. It also records visits and campaigns on the operator's website. For better and more targeted delivery of offers and customization of messages or communications automatically processes, analyzes, profiles and evaluates the activity and interest measurement of users.

### **Storage time**

We store an individual's personal data indefinitely or until revocation of consent for the storage and processing of the individual's data. After revoking and individual's consent, we immediately and permanently delete their personal data.

If the purposes describes above, for which we store and process personal data, cease in our company, we will immediately and permanently delete the data collections whose purpose has ceased.

### **Protection of personal data**

The administrator will protect the obtained data in accordance with the applicable legislation the personal data and in accordance with its internal acts adopted on the basis of the law. It will provide adequate organizational and technical protection. In no case will the company forward or disclose the obtained data to a third party. The administrator implements appropriate technical and organizational measures for the protection of personal data.

### **User rights**

In accordance with the provisions of the EU General Regulation on the Protection of Personal Data (GDPR) and ZVOP-2, the company of personal data must provide the consumer at his request:

- To confirm whether the data related to him is being processed or not, and to enable him to view the personal data relating to him.
- Provide a printout of personal data relating to him.
- Give the opportunity of partial or complete deletion of personal data.
- Give the possibility of transferring personal data to another provider of related services.
- Give the possibility of partial or full withdrawal of benefits for the processing of personal data.



The administrator will take your request for cancellation into account and, no later than within 15 days, subsequently organize the cancellation of consent for the purpose of processing personal data. Any individual who believes that his rights regarding the protection of the personal data have been infringed in any way by the controller can file a complaint with the supervisory authority (Information Commissioner in the Republic of Slovenia) at any time.

Each user has the option to simply unsubscribe from receiving the message with one click in the footer of the received e-mail message, or send an e-mail message with unsubscribe or a request to exercise one of the above rights to [kakovost@terme-snovik.si](mailto:kakovost@terme-snovik.si), or send a written request to the address Terme Snovik-Kamnik, d.o.o., Molkova pot 6a, 1241 Kamnik.

### **Contractual processors and storage area**

The controller also forwards the collected personal data to its contractual processors, who can process the data exclusively within the framework of the controller's instructions and authorizations and who are bound by a written contract concluded with the controller to ensure an adequate level of personal data protection, namely: for CRM, reservation system, wellness system. The provider keeps collections of personal data in the EU and does not export them to third countries.

The controller can provide personal data to digital advertising platforms (Google, Facebook, LinkedIn, etc.) and use their cookies, which enable the controller to create more precise segments, display targeted ads and remarket. This allows the user to receive more relevant advertisements on these platforms from the operator. This may involve the export of data to a contractual processor outside the EU.

### **Use of cookies**

As a user of the website <https://www.terme-snovik.si/>, you agree to cookies being loaded onto your computer to ensure the functioning of all website functions, web analytics and advanced advertising.

The following cookies are loaded:

- Analytics cookies

These are used to record analytical visits to the website and provide us with data on the basis of which we can provide a better user experience.

- Cookies for social networks



Cookies required for plug-ins to share content from social network pages.

- Cookies for communication on the site

Cookies are used for display, contact and communication via the communication plug-in on the page.

- Cookies for advertising

They are intended for targeted advertising based on past user activities on other pages.

- Marketing automation tool cookies

They are intended to monitor user activity on the website.

If you are logged into the user account of another provider (e.g. Google, Facebook, Booking.com, etc.) while browsing our website, these providers can track your behavior on our website in accordance with their terms and the selected settings in your account with this provider. More information in this regard should be provided by the individual provider. Other websites that we link to our website (external links) may contain personal data protection policies that apply from our personal data protection policy. In order to protect your privacy, we recommended that you also review the privacy policy of other websites that you access through our website.

Instructions for editing cookies in individual browsers:

- [Google Chrome](#),
- [MS Edge](#),
- [Safari](#),
- [Firefox](#),
- [Opera](#),
- [Google Chrome](#),
- [Internet Explorer](#),
- [MS Edge](#),
- [Safari](#),
- [Firefox](#),
- [Opera](#).

### **Legal notice**

All the content of the website on the domain <https://www.terme-snovik.si/> is the property of the company Terme Snovik - Kamnik, d.o.o. and is informative in nature. All information and photos contained on the website of Term Snovik are subject to copyrights protection or other forms of intellectual property protection, as well as the related contractual partners whose content is included in the websites, within the legally permitted framework.



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The company Terme Snovik-Kamnik, d.o.o. reserves the right to change the content of these websites at any time, in any way and for any reason without prior notice. It does not assume responsibility for any consequences of such changes. Other websites to which we link from our website (external links) may have privacy policies that differ from our privacy policy. To protect your privacy, we recommended that you review the privacy policies of other websites that access through our website.

## **Final provisions**

For everything that is not regulated by this Personal Data protection Policy, the current legislation applies.

The company has the right to make changes to this Personal Data Protection Policy. We will inform you about the change by publishing it on the official website of TERME SNOVIK-KAMNIK, d.o.o., 30 days before it comes into effect.

If you have any questions about the Personal Data Protection Policy that we keep about you, please write to us at the e-mail address [kakovost@terme-snovik.si](mailto:kakovost@terme-snovik.si).

## **Validity of the policy on the protection of personal data**

This Policy on the protection of personal data is published on the website of TERME SNOVIK-KAMNIK, d.o.o., and enters into force on September 1, 2022.