

Cookies Policy

The website of Domes Noruz Chania sets cookies in order to enable, facilitate or enhance some of the services provided.

What are cookies?

Cookies are simple text files stored on your computer or mobile device by a website server. Cookies may store personal data. That server will subsequently be able to retrieve or read the contents of that cookie.

Cookies are managed by the browser you use. Each cookie is unique and contains some anonymous information such as a unique identifier, site name, digits and letters. It allows a website to remember your browsing preferences.

Most of the websites you visit use cookies in order to enhance the user experience. Cookies allow websites to “remember” you, either during that particular visit (using “session cookies”) or at every visit (using “persistent cookies”).

Cookies can have various functions. They enable you to navigate between pages efficiently storing your preferences and generally they render the use of the website more convenient and pleasing. Cookies make the interaction between you and the website faster and easier. If a website does not use cookies, it will think that you are a new visitor every time you visit the website or you move to a new page on the site.

Some websites use cookies to enable them to target their advertising or marketing messages based on, for example, on your location and/or browsing habits.

Cookie Categories

- First party cookies: are set by the website you are visiting at the moment and can only be read by that particular site.
- Third party cookies: are set and used by a different entity from the owner of the website you are visiting. They are mainly for the provision of targeted advertising by their provider.
- Session cookies: are stored temporarily during a browsing session and are deleted from your device when the browser is closed.
- Persistent cookies: are saved on your device for a fixed period of time (usually a year or longer) and are not deleted when the browser is closed. They are used where we need to know who you are for more than one browsing session.
- Necessary cookies: their use is required for the operation of the website.

Consent

The use of non-necessary cookies for the provision of optimised personalized services and targeted advertising, is based on your former, informed consent.

Every time you visit our website, an informational banner will appear in order to choose whether you wish to accept or decline their use.

You can accept or decline the use of certain categories of cookies or of certain cookies we use.

Our website will remember your choice and potential settings, while we will ask for your consent once more at regular intervals.

Your settings can be altered at any time by clicking on [Cookie Settings](#).

The list of the cookies we use is accessible at all times in this policy and in the filed [Cookie Settings](#). This list will be updated regularly, while in case of the use of new cookies that bring about a significant

alteration to the processing of your personal data, you will be specifically informed and your consent will once more be asked for.

How do we use cookies?

Domes Noruz Chania uses both first party and third party cookies.

Regarding the use of third party cookies and the processing of the information they collect, please check out their privacy policy.

Necessary Cookies:

These cookies are used to enable the performance of the basic functions of our website, such as the access to secure areas.

Name	Provider	Source	Type	Purpose	Duration
__cfduid	Cloudflare	domesnoruz.com	First party	Used by the content network, Cloudflare, to identify trusted web traffic.	29 days
X-Mapping-#	domesofelounda	domesnoruz.com	First party	Saves the address and port number of the web server that is managing the session. Used to improve the website's performance security.	Session
_icl_current_language		domesnoruz.com	First party	Saves the user's preferred language on the website.	1 day
wordpress_gdpr_first_time	Gdpr cookie	domesnoruz.com	First party	Necessary for the functionality of the website's gdpr cookie function.	179 days
wordpress_gdpr_first_time_url	Gdpr cookie	domesnoruz.com	First party	Necessary for the functionality of the website's gdpr cookie function.	179 days
wordpress_gdpr_cookies_declined	Gdpr cookie	domesnoruz.com	First party	Necessary for the functionality of the website's gdpr cookie function.	179 days

wordpress_gdpr_cookies_allowed	Gdpr cookie	domesnorum.com	First party	Necessary for the functionality of the website's gdpr cookie function.	179 days
__lc_cid	Live chat	accounts.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	3 years
__lc_cst	Live chat	accounts.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	3 years
__lc2_cid	Live chat	accounts.livechatinc.com	Third party	Stores a unique ID string for each chat-box session. This allows the website-support to see previous issues and reconnect with the previous supporter.	3 years
__lc2_cst	Live chat	accounts.livechatinc.com	Third party	Stores a unique ID string for each chat-box session. This allows the website-support to see previous issues and reconnect with the previous supporter.	3 years
__oauth_redirect_detector	Live chat	accounts.livechatinc.com	Third party	Allows the website to recognise the visitor, in order to optimize the chat-box functionality.	1 day
_livechat_has_visited	Live chat	secure.livechatinc.com	Third party	Identifies the visitor across devices and visits, in order to optimize the chat-box function on the website.	Persistent
@@lc_auth_token:1133361	Live chat	secure.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	Persistent
1133361:state	Live chat	secure.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	Persistent
CASID	Live chat	api.livechatinc.com	Third party	Allows the website to recognise the visitor, in order to optimize the chat-box functionality.	Session
__livechat	Live chat	livechatinc.com	Third party	Used to hide the user's personal customisation of LiveChat.	3 years

Analytical Cookies:

These cookies are used only to improve the way our website performs by collecting and reporting information on its usage.

Name	Provider	Source	Type	Purpose	Duration
_ga	Google Analytics	google.com	Third party	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 years
_gat	Google Analytics	google.com	Third party	Used by Google Analytics to throttle request rate	1 day
_gid	Google Analytics	google.com	Third party	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 day
__utmzses	Google Analytics	google.com	Third party	Collects data on where the user came from, what search engine was used, what link was clicked and what search term was used. Used by Google Analytics.	179 days
__utmzz	Google Analytics	google.com	Third party	Collects data on where the user came from, what search engine was used, what link was clicked and what search term was used. Used by Google Analytics.	179 days
ga_#	Google Analytics	google.com	Third party	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	Session
collect	Google Analytics	google.com	Third party	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	Session
_hjIncludedInSample	Hotjar	hotjar.com	Third party	Hotjar cookie. This session cookie is set to let Hotjar know whether that visitor is included in the	1 year

				sample which is used to generate funnels.	
_hjid	Hotjar	hotjar.com	Third party	Hotjar cookie. This cookie is set when the customer first lands on a page with the Hotjar script. It is used to persist the Hotjar User ID, unique to that site on the browser. This ensures that behavior in subsequent visits to the same site will be attributed to the same user ID.	1 year

Marketing Cookies:

These cookies enable us to address towards our users advertising messages or offers more consistent to your interests and preferences.

Name	Provider	Source	Type	Purpose	Duration
fr	Facebook	.facebook.com	Third party	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	3 months
_fbp	Facebook	.facebook.com	Third party	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	3 months
ads/ga-audiences	Google AdWords	google.com	Third party	Used by Google AdWords to re-engage visitors that are likely to convert to customers based on the visitor's online behavior across websites.	Session
tr	Facebook	.facebook.com	Third party	Used by Facebook to deliver a series of advertisement products	Session

				such as real time bidding from third party advertisers.	
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Providers of third party cookies

Please check out the privacy policies of the third providers regarding the processing and storing of the information collected by their cookies.

LiveChat Inc. <https://www.livechat.com/legal/privacy-policy/>

Facebook <https://el-gr.facebook.com/about/privacy>

Google, Google Analytics, Google Adwords <https://policies.google.com/privacy?hl=en>

Hotjar <https://www.hotjar.com/legal/policies/privacy/>

Your Rights

You can exercise any time the following rights:

- you can obtain access to your data collected and to request a copy (Right of Information). We can satisfy this right, in case it regards data collected by first party cookies.
- you can obtain not only the rectification of inaccurate data but also the completion of incomplete data, always according to the purposes of the processing (Right to Rectification).
- you have the right to obtain the erasure of your data, without prejudice to our obligations and legal rights regarding their retention on the basis of the specific implemented statutory and regulatory provisions (Right to Erasure).
- you can obtain restriction of processing your data, when it is not clear whether your data is being used and for how long, when you contest their accuracy, when their processing is unlawful or the purpose of the processing has come to an end and under the provision that there is no legitimate reason for their retention, while your clear consent will be requested for any other processing except from filing (Right to Restriction).
- you can object at any time to the processing of your data, on grounds relating to your particular situation, in case your data are processed for the purposes of our legal interests, without prejudice that we can demonstrate compelling and legitimate grounds for the

respective processing that override your interests, rights and freedoms or for the establishment, exercise and defence of legal claims (Right to Object).

- you can receive your data which are retained with automated means electronically (in a commonly used and machine – relatable format) or you can demand their transmission to others (Right to Portability).

How you can exercise your rights – the right to lodge a complaint

In case you want to exercise your rights regarding information collected by cookies concerning you, you can submit a written request by mail at privacy@ledrahotelsandvillas.com. In your request, please make clear what right is exercised and what data it regards. For your protection, we only fulfill requests for the data associated with the particular email address that you use to send us your request, and we may need to verify your identity before fulfilling your request. We will try to comply with your request as soon as reasonably practicable and consistent with the applicable law.

Please note that we often need to retain certain data for recordkeeping purposes and/or to provide services prior to requesting a change or deletion. There may also be residual data that will remain within our databases and other records, which will not be removed. In addition, there may be certain data that we may not allow you to review for legal, security or other reasons.

In case there is undue refusal or delay on our behalf to grant your requests, as established in your rights, or if you feel that your data are processed in contravention of the law, you have the ability to file a complaint with the Hellenic Data Protection Authority, which is established in Athens, Kifisia Str. 1-3, PC 115 23, tel 0030 210 6475600 and fax 0030 210 6475628, as the national competent authority concerning the implementation of the Regulation (EU) 2016/679 (General Data Protection Regulation -GDPR), the ePrivacy Directive (EC) 2002/58 and the national laws 4264/2019 (GG 137/A/29.08.2019) and 3471/2006 (GG 133/A/28.06.2006). For further information, you can visit the official website of the above authority www.dpa.gr (an English version is available).

DPO

Conforming ar. 37 and 38 of the GDPR, on regard to your best interest, Domes of Chania S.A., who runs Domes Noruz Chania, has designated Dr Efimia Papaioannou, PhD – GDPR, Attorney at the Law, Kountouriotou 6 –Fokaias Thessaloniki, tel: 00302310243891 as Data Protection Officer to



whom you may contact directly for your personal data protection matters at dpo@ledrahotelsandvillas.com.

Update

Domes Noruz Chania values you and recognizes that privacy is important to you. We revise and update regularly this Cookies Policy, while it is at all times accessible in the respective field. In case of using new cookies that bring about a significant alteration to the processing of your personal data, you will be specifically informed and your consent will once more be asked for. Its former versions are at your disposal upon request. We remain at your disposal for any addition information using the above contact.

March 2020