

Privacy Policy

Domes Santorinis Single Member S.A., Tsifliki Elounda, Crete, Registration Number 167795241000 (hereinafter referred to as "Domes Santorinis", "We", "Us"), operates Domes Novos Santorinis Hotel and is the controller of your personal data. In order to manage your reservation, accommodation and services request at the Hotel, we will collect, use, share, transfer and process the personal data you provide to us when you use our online services to make a reservation at the property and/or via the registration form during registration/check-in, and/or when you use our services or any other type of personal data, which you provide to us when you choose to communicate with us. The processing described in this statement is necessary for the performance of our obligations towards our customers, for the compliance to our legal obligations. If you do not provide us with your personal data we will not be able to administer your reservation and accommodation request.

We will use your personal data in order to meet our obligations to our customers and provide you with the requested services; to manage your reservation and accommodation request (keeping the pertinent documentation); manage your stay at the Resort (managing access to rooms and your use of our services; manage your service when you visit our restaurants, gym, spa; to communicate with you where requested by you or otherwise required to; to conform with our legal obligations (for example keeping of book and accounting records; reporting obligations to the competent authorities);

When you use our website, we collect certain data through your browser or automatically through your device, such as your IP address, computer type (Windows or Macintosh), operating system name and version internet browser type and version and the name and version of the Online Services (such as the Apps) you are using. We may also collect data through cookies. You can find our cookies policy [here](#).

Our website may contain hyperlinks to third - party websites for your own convenience. We do not control third - party websites and we are not responsible for the content of any third - party websites or any hyperlink in those websites. We are not responsible for the privacy practices or content of third - party websites.

We will share your personal data and give access to authorized personnel from Domes Santorinis, including: Hotel staff; Reservation staff; IT departments; Marketing services; Legal services and insurance company if applicable. Generally, any appropriate person within Domes Santorinis entities for certain specific categories of personal data.

We also rely on other third parties to provide services and products on our behalf, as data processors, and may share your personal information with them as appropriate (for instance IT vendors, security services providers other third party suppliers). Generally, our service providers are contractually obligated to protect your personal information and may not otherwise use or share your personal information, except as may be required by law. We will share your personal data with such third party vendors who provide services to us, such as fulfilling orders, providing data processing and other information technology services, carrying out research and analysis, and personalizing individual customer experiences. We do not allow these service providers to use this information or to share it for any purpose other than to provide services on our behalf.

We have the right to use or disclose your personal data as necessary to comply with the applicable laws and regulations; to respond to requests from governmental and judicial and any type of competent authorities; to protect our business, to bring or defend legal claims, to protect the rights, interests, safety and security of our organization, our employees, guests, visitors or members of the public, or in connection with investigating fraud or other crime, or violations of the applicable law; to respond to an emergency.

Your personal data may be shared with our service providers. Such third parties may be based anywhere in the world, which could include countries that may not offer the same

legal protections for personal data as your country of residence. Domes Santorinis will follow local data protection requirements will apply the necessary safeguards under the applicable law of the country transferring the data for such transfers. Irrespective of which country your personal data is transferred, Domes Santorinis will only share your Personal Data under a strict 'need to know' basis and under appropriate contractual restrictions (such as EU Standard Contract Clauses). In case of using EU Standard Contract Clauses, we will have previously assessed together with the relevant third party, by taking into account the factual circumstances of the transfer in question, whether supplementary measures (of technical, contractual or organizational nature) need to be additionally adopted and implemented, as may be required by law or supervisory authorities, to ensure that an adequate or essentially equivalent level of personal data protection is afforded by the third party in the recipient country in relation to the personal data being transferred. You are entitled to receive a copy such appropriate contractual restrictions upon request by contacting us at dpo@domesresorts.com

Your personal data shall be retained for the time period that is absolutely necessary for the processing purposes described herein and shall be safely deleted following the completion thereof.

Under the applicable legislation you have the right to request access to the personal data we hold about you, i.e. to be informed upon your request whether your personal data are subject to processing and to receive further information on such processing, including information on eventual transfers of personal data outside the EU and the appropriate or suitable safeguards we have in place for such transfer. As long as the requirements under the applicable legislation are met, you may also request the correction of any inaccurate information we hold about you or the deletion of the same or restriction of the processing concerning your personal data. If such a request places us in breach of our obligations under applicable laws, regulations or codes of practice, then We may not be able to comply with your request but you may still be able to request that we block the use of your personal information for further processing. You may also have a right to data portability to another data controller under certain circumstances. You may withdraw your consent at any time. The withdrawal of your consent will not affect the lawfulness of processing based on consent before its withdrawal. You may also lodge a complaint with the competent Hellenic Data Protection Authority, if you feel that the processing contravenes the law.

Domes Santorinis has assigned a Data Protection Officer responsible for overseeing compliance with EU data protection. If you have any concerns about the way in which your personal data is being used or processed by us or you are not satisfied or you would like to exercise your rights above, please contact our Data Protection Officer, whose contact details are as follows: dpo@domesresorts.com

If after this you are not satisfied by our response you have the right to lodge a formal complaint with the Hellenic Data Protection Authority (1-3 Kifissias Avenue, Ampelokipi, www.dpa.gr).

Domes Santorinis S.M.S.A. values you as our guest and recognizes that privacy is important to you. We revise and update this Privacy Statement when any changes become effective. Its former versions are at your disposal upon request. In any case, your use of the Services following these changes means that you accept the revised Privacy Statement. We remain at your disposal for any addition information using the above contact.

LAST UPDATED: June 2024