Terme Čatež Privacy Policy

Contact information

Company name: Terme Čatež d.d.

Address: Topliška 35, 8250 Brežice

Telephone no.: 07 493 67 00

E-mail address: [gdpr@terme-catez.si](mailto:gdpr@terme-catez.si)

1. Types of personal data

We collect the following types of personal data:

* E-mail address,
* Name and surname,
* Date and place of birth,
* ID no.,
* Residence address.

1. Basis and method of obtaining personal data

In most cases, you provide us with personal data yourself, which we obtain for the purpose of:

* communication and publication of news,
* check-in of our guests,
* providing other services of Terme Čatež d.d.

We do not share your information with other organisations or individuals.

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter referred to as the General Regulation) and the Personal Data Protection Act (Official Gazette of the Republic of Slovenia, No. 163/22, hereinafter referred to as ZVOP-2) we collect your personal data on the basis of:

* your consent, which you can revoke at any time by sending an e-mail to [gdpr@terme-catez.si](mailto:gdpr@terme-catez.si) ;
* implementation of the contract,
* legal obligations of Terme Čatež d.d. (Rules on check-in and check-out of guests).

**We collect your data in order to keep you informed about the company's news and to carry out tourism, catering and hotel activities.**

1. Retention of personal data

Personal data is stored securely.

Terme Čatež d.d. sends e-newsletters via the GDPR manager web application, which ensures complete anonymisation of the personal data of the recipients of the e-newsletters and, in accordance with the principle of minimisation, allows access to personal data only to authorised persons and only on the basis of received requests for rectification, access, restriction, objection, transfer or deletion of personal data.

The GDPR manager web application ensures full traceability of authorised users of the application (password and username protected access to the application) and automatically records the access of authorised users to the application and their activity on the application.

E-mail addresses obtained on the basis of consent are kept until the consent is revoked. Other information that is necessary for the provision of services or that we obtain on a statutory basis is kept for as long as it is necessary or in accordance with the statutory deadlines.

1. Your rights

In accordance with the General Regulation and ZVOP-2, you are entitled to the following rights:

Right of access: You have the right to request a copy of your personal data.

Right to rectification: You have the right to request from us the rectification of incorrect personal data. You may also request the completion of personal data.

Right to erasure: In certain circumstances, you have the right to request the erasure of your personal data.

Right to restriction of processing: In certain circumstances, you have the right to request that we restrict the processing of your personal data.

Right to object: In certain circumstances, you have the right to object to the processing of your personal data.

Right to data portability: In certain circumstances, you have the right to request the transfer of your personal data to other organisations.

There is no need to pay a fee or other contributions in order to exercise your rights. The deadline for responding to your request is 1 month. To exercise the above rights, we are available at [gdpr@terme-catez.si](mailto:gdpr@terme-catez.si).

1. Complaint

For any complaints, please contact us at [gdpr@terme-catez.si](mailto:gdpr@terme-catez.si).

If you are not satisfied with our answers, you can also contact the Information Commissioner of the Republic of Slovenia.

Information commissioner

Dunajska cesta 22

1000 Ljubljana, Slovenia