PETASOS VILLAS & SECRET NEST

PERSONAL DATA PROTECTION AND CONFIDENTIALITY POLICY

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CONTENTS

I. INTRODUCTION 3
II. DEFINITIONS 3
III. CREDITS 3
IV. COLLECTION OF PERSONAL INFORMATION 3
1. Information you give us. 3
1.1 Information required to the use of Petasos Villas website. 3
1.2 Information we collect automatically (from your use of the Petasos Villas Website) 4
1.3 Information we collect from third parties. 5
2. Child data 5
V. HOW WE USE THE INFORMATION WE COLLECT 5
1. Provision, improvement and development of the Petasos Villas Website 5
2. Creating and maintaining a reliable and secure environment. 5
3. Provide, personalize, measure and improve advertising and marketing. 6
4. How we use the personal information collected. 6
5. Your choices 7
VI. RECIPIENTS OF THE DATA 7
1. Profiles, listings and other public information. 7
2. Service providers. 7
VII. OTHER IMPORTANT INFORMATION 7
1. Partners and third parties 7
VIII. YOUR RIGHTS 8
1. Right to update, correct and access own data 8
2. Right to object to processing 8
3. Right to oblivion 8
4. Right to portability, ... 9
IX. PERSONAL DATA SECURITY 9
X. AMENDMENTS 9
XI. CONTACT 9

I. INTRODUCTION

1. Thank you for using petasos-villas.gr ! Your trust is important to us and we are committed to protecting the privacy and security of your personal information in accordance with European Regulation 2016/679. The information provided by you, helps us to provide a better experience at petasos-villas.gr.

2. This Privacy Policy describes how we collect, use, process and disclose your personal information, in conjunction with your access to and use of the petasos-villas.gr.

3. Your consent to the use of cookies in accordance with the terms of our policy during your first visit to the website, allows us to use cookies every time you visit our website.

II. DEFINITIONS

By “Petasos Villas website” we mean petasos-villas.gr website.

III. CREDITS

This document was created using a template by SEQ Legal (seqlegal.com) and modified by crete-net (www.crete-net.gr)

IV. COLLECTION OF PERSONAL INFORMATION

There are three general categories of information we collect.

1. Information you give us.

1.1 Information required to the use of Petasos Villas website.

We request and collect the following personal information when you use the Petasos Villas Website. This information is necessary for us to be able to comply with our legal obligations. Without this, we may not be able to provide you with all the required services.

- *Booking Request Information*. When you request to make a reservation, we need your email address, your Name, Surname, Mobile number and the Country of your residence.
- *Contact Petasos Villas with contact form*. When you contact Petasos Villas using the website contact form, we collect the information of your email address, your Name, Surname and Mobile number.

1.2 Information we collect automatically (from your use of the Petasos Villas Website).

When you use the Petasos Villas Website, we automatically collect personal information about the services you use and how you use them.

- *Usage information*. In order to ensure the correct functionality of the platform and to correct eventual technical or functional problems that may occur during your navigation, we collect information about your interactions with the Petasos Villas Website, such as the pages or content you view, your searches for listings, bookings and other actions on the Petasos Villas Website. When there are not any errors or the errors are resolved, those data collected are deleted at later, one month after their collection.
- *Log data and device information*. We automatically collect log data when you access and use the Petasos Villas Website. This information includes, but is not limited to: details on how to use the Petasos Villas Website (including if you clicked links to third-party applications), IP address, access dates and times, hardware and software information, device information, device event information, unique IDs, bug data, cookie data, and pages that you have seen or interacted with before or after using the Petasos Villas Website.
- *Cookies and similar technologies*. We may collect specific information through automated means using technologies such as cookies, browser analysis tools, server logs.
  A cookie is a file that contains an identifier (a series of letters and numbers) that is sent through a server and stored in the browser. The ID is then sent back to the server each time the browser requests a page from the server. Cookies can be either "permanent" or "login" cookies: a persistent cookie is stored in a browser and remains valid until its expiration date, unless deleted earlier by the user, a login cookie on the other hand will expire at the end of the user login when the browser is closed. Cookies usually do not contain information that can identify the user but your personal data we hold may be linked to data stored or retrieved by cookies.
  The information we collect is used only on unrecognizable data without reference to personal data. For example, we may use the information we collect to better understand traffic patterns and optimize our site experience.
  We do not currently use cookies (online or permanently) on our website to collect this information. When this happens you will be notified in a timely manner as well as this privacy policy will be modified on the Petasos Villas Website.
  You can delete cookies if you choose. See about it here: www.aboutcookies.org. You can delete all cookies that are already on your computer, as well as configure most browsers to prevent the installation of cookies. If you choose to delete or remove certain cookies, the operation of our website may be affected.

1.3 Information we collect from third parties.

If you write a review, it will be posted on the Petasos Villas Website public page with your consent.

To the extent permitted by applicable law and with your consent, where required, the Petasos Villas Website may use your information, including your full name and the date of your booking, to obtain reports from local authorities of infringements.

2. Child data

Our website and applications are not intended for children under the age of 18 and we do not knowingly collect personal information directly from children under the age of 18. If you believe that we are improperly processing the personal information of a child, we take it very seriously and urge you to contact us using the information provided in the "Contact Us" section below.

V. HOW WE USE THE INFORMATION WE COLLECT

1. Provision, improvement and development of the Petasos Villas Website.

We may use your personal information to provide, improve and develop the Petasos Villas Website, as:

- Having access and use the Petasos Villas Website,
- Protect, improve and optimize the website and its user experience, such as collecting statistics and conducting surveys,
- Provide customer service,
- Send support messages, updates, security alerts, and account alerts,

We process this personal information for these purposes, given our legitimate interest in improving the Petasos Villas Website and our customer's experience with it, and where necessary for the proper performance of the service with you.

2. Creating and maintaining a reliable and secure environment.

We may use personal information to create and maintain a trusted and secure environment such as:

- detecting and preventing fraud, spam, abuse, security incidents and other harmful activities;
- conducting safety investigations and risk assessments,
- verification or authentication of other information or identifications you have provided to us (such as verifying your residence address or comparing your identity photo with another photo you have provided);

- conducting checks on databases and other sources of information, including background checks or police data, to the extent permitted by applicable law and with your consent, where required;
- to comply with our legal obligations,
- for resolving any disputes with any of our Members and enforcing our agreements with third parties,
- to enforce our Terms of Service and other policies,

We process this personal information for these purposes, given our legitimate interest in protecting the Petasos Villas Website, in enforcing our contract with you and in complying with applicable laws.

3. Provide, personalize, measure and improve advertising and marketing.

We may use your personal information to provide, personalize, measure and improve advertising and marketing, such as:

- send promotional messages or other information you may be interested in based on your preferences (including information about the Petasos Villas Website or promotions and services campaigns and social media advertising through social media platforms), or
- to participate in lotteries, contests or other promotional activities or events sponsored or managed by Petasos Villas Website

We will process your personal information for the purposes set out in this section, given our legitimate interest in undertaking marketing activities to offer you products or services that may be of interest to you.

4. How we use the personal information collected.

We may use personal information for the following reasons:

- Detect and prevent fraud, abuse, security incidents and other harmful activities.
- Carrying out safety investigations and risk assessments.
- Carrying out checks against databases and other sources of information.
- Compliance with legal obligations (such as regulations against money laundering).
- To ensure the implementation of the Terms and other payment policies.
- With your consent, we can send you advertising messages, marketing, advertising and other information that may be of interest to you based on your preferences.

We process this personal information, given our legitimate interest in improving our services and our user experience with them, and where necessary, for the proper performance of the contract with you and for compliance with applicable laws.

5. Your choices

You have options regarding the notifications we send you that are related to important information about your bookings, accommodation and activity on the Petasos Villas Website.

Even if you opt out of email alerts, we may send you important alerts related to activity confirmations or fraud alerts.

VI. RECIPIENTS OF THE DATA

1. Profiles, listings and other public information.

The Petasos Villas Website allows you to publish information, including personal information, to the general public. For example:

- Upon completion of the booking, Guests can write reviews and rate the accommodation. Reviews and ratings may also appear elsewhere on the platform (such as on the listing page).

The information you share publicly on the Petasos Villas Website may be indexed by third party search engines (Google). If you change your settings or the content you see in the audience, these search engines may not update their databases. We do not control the practices of third party search engines.

2. Service providers.

We use third party services to provide services related to the Platform (send email, display weather, etc..). Service providers may be located inside or outside the European Economic Area ("EEA"). Specifically, our service providers are based in Europe.

For example, service providers can help us with: (i) sending cell phone messages, (ii) verifying your identity or checking your identity documents, (iii) conducting history or police checks, fraud prevention and risk assessment, (iv) provision of advertising services. These providers have limited or no access to your personal information to perform these tasks on our behalf.

VII. OTHER IMPORTANT INFORMATION

1. Partners and third parties

The Petasos Villas Website may contain links to third party websites or services. Petasos Villas Website does not own or control these companies and when you interact with them, you may provide information directly to them, Petasos Villas Website or both. These companies will have their own rules regarding the collection, and use of personal information. We encourage you to read the privacy policies of the other sites you visit.

Parts of the Petasos Villas Website platform may use third-party services, such as Google Maps and other. Use of these services is subject to their privacy policies.

The personal information you post on our site or submit for publication on our site may be available online worldwide. We cannot prevent the use or misuse of such information by third parties.

VIII. YOUR RIGHTS

1. Right to update, correct and access own data

According to the current legislation, you can ask us to give you, any information we keep from the contact page. We may ask you to verify your identity and your request before taking any further action on your request. We may withhold the personal information you request for the period permitted by law.

Please let us know if the information we have about you needs updating or correction.

2. Right to object to processing

You can ask us at any time not to process your personal information for advertising purposes.

3. Right to oblivion

We generally retain your personal information for as long as necessary for the performance of the contract between us and to comply with our legal obligations.

You can request the deletion of all your personal information. Please note that if you request the deletion of your personal information:

- We may retain some of your personal information as required by our legitimate business interests, such as detecting and preventing fraud and enhancing security.
- We may retain and use your personal information to the extent necessary to comply with our legal obligations. For example, Petasos Villas Website may retain some of your information on tax, legal and audit obligations.
- Any reviews you have made on Petasos Villas Website may still be publicly visible on the Platform, even after your account has been canceled. However, the retrieval of such information to you will be terminated. Additionally, some copies of your information (eg logs) may remain in our database but are disconnected from your personal IDs.
- Because we keep and protect our data from accidental or malicious loss and destruction, some remaining copies of your personal information may not be removed from our backup systems for a limited period of time.

4. Right to portability,

You have the right to request that the data relating to you be received in a structured, commonly used and machine-readable format, and that such data to be transmitted to another processor.

IX. PERSONAL DATA SECURITY

We are constantly creating and updating technical and physical security measures to protect your information from unauthorized access, loss, destruction or alteration. Some of the safeguards we use to protect your information are firewalls and data encryption and information access controls.

To browse our site, we use secure connection and data security measures to prevent the risk of loss, misuse, unauthorized access and disclosure of your personal information.
All electronic money transactions on our site are protected by our encryption technology.

You acknowledge that the transmission of information over the Internet is inherently insecure and that we cannot guarantee the security of data transmitted over the Internet.

You are responsible for maintaining the confidentiality of the password you use, we will not ask for your password (unless you log in to our site).

If you know or have reason to believe that your account credentials have been lost, stolen, misappropriated or tampered with, or in the event of any actual or suspected unauthorized use of your account, please contact us as described in the Contact section..

X. AMENDMENTS

Petasos Villas Website reserves the right to modify this Privacy Policy at any time in accordance with this provision. You should check the page from time to time to make sure you understand any changes to our policy. If we make changes we will post the revised version on the Petasos Villas Website and update the "Last Updated" date at the top of the Policy. We will also notify you of the modification via email before their effective date. If you disagree with the revised Privacy Policy, you may cancel your Account. If you do not cancel your account before the revised Privacy Policy expires, continued access to or use of the Petasos Villas Website is subject to the revised Privacy Policy.

XI. CONTACT

If you have any questions or concerns about this Privacy Policy or Petasos Villas Website information handling practices or feel that your privacy rights are being violated, please email us at: info@petasos-villas.gr

If the issue is not resolved, you can upload it to the European Commission's electronic dispute resolution platform. You will find it here:
https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EL