



## **QUINTA DO PEDREGAL HOTEL & SPA PRIVACY POLICY**

### **1. Who are we**

This Privacy Policy applies to Quinta do Pedregal Hotel & SPA, located in Lever, Vila Nova de Gaia, Portugal. We are committed to protecting your privacy and ensuring that your personal data is handled in a transparent, secure and responsible manner.

### **2. Personal Data We Collect**

- During your interaction with us, we may collect:
- Full name, date of birth, civil identification/passport number.
- Address, telephone number, e-mail address.
- Payment details (credit card or IBAN).
- Accommodation and diet preferences.
- Health data (e.g. allergies or specific spa needs, subject to consent).
- Video surveillance images in common areas.
- Browsing data and cookies.

### **3. Purpose of Data Processing We use data for:**

- Managing reservations and accommodation, restaurant, pool and spa services.
- Billing and compliance with legal obligations.
- Security (video surveillance);
- Promotional communication (with consent).
- Improving the experience on our website.



**4. Legal Basis for Processing we process data based on:**

- Performance of a contract.
- Compliance with legal obligations.
- Consent.
- Legitimate interest.

**5. Data Sharing with Third Parties We share data with:**

- Booking platforms such as Booking.com or Expedia.
- Technical and administrative service providers.
- Legal authorities (e.g. SEF).
- Payment processors.

**6. Data Security We have implemented measures such as:**

- Firewall, encryption, SSL.
- Access control and staff training.

**7. Rights of Owners You have the right to:**

- Access, rectification, deletion, limitation, opposition and portability;
- Withdraw consent.

**8. Data retention**

Data is kept for as long as necessary for the purposes or as required by law.



## **9. Cookies**

We use cookies to improve navigation. You can manage this functionality in your browser.

## **10. Changes**

This policy may be updated. Always consult the latest version at [www.quintadopedregal.pt](http://www.quintadopedregal.pt).