

Privacy statement on the protection of personal data

I. Introduction

The European Union is committed to user privacy. The policy on protection of individuals with regard to the processing of personal data by the Community institutions is based on [Regulation \(EC\) No 45/2001](#) of the European Parliament and of the Council of 18 December 2000.

II. Why do we collect, store and process your data?

Your data is collected and processed to be able to respond appropriately to your inquiries about available accommodation and to send you an appropriate offer.

Collected personal data is treated according to the policy described in the abovementioned regulation. Data will be used only for this purpose.

The collection of data is based on **voluntary agreement by you**.

The lawfulness of the processing is based on Article 5(c) of [Regulation \(EC\) No 45/2001](#) which stipulates that personal data may be processed only if “processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract”.

III. Who is responsible for the processing of your data? (Controller)

The controller responsible for processing your data is the **website administrator** (e-mail address: kontakt@cobrnic.com).

IV. What personal data do we collect?

Mandatory data which we collect if you want to send an inquiry about available accommodation are: name and surname, phone number, email address, desired arrival and departure dates, number of adults and the number of children for whom the accommodation is requested.

Not filling in mandatory information does not prevent using the current functionalities of the website.

V. To whom are your data disclosed?

Your collected data will be treated confidentially and used only by the website administrator responsible for receipt and processing of all inquiries received by e-mail and answering to them.

Access to your data has only staff processing your query and doing job related to accommodation in the advertised home-based accommodation.

No personal data is transmitted to parties which are outside the recipients and the legal framework mentioned, without prejudice to a possible transmission to the bodies in charge of a monitoring or inspection task in accordance with Community or Croatian legislation. Personal data will not be shared with third parties for direct marketing.

VI. For how long are your data kept?

At any given moment you can ask to be deleted from any mailing list managed by the provider of home-based accommodation service. Please contact kontakt@cobrnic.com in order to request this.

VII. How can you access your data, check their accuracy and, if needed, correct them?

You may also ask for your personal information to be deleted completely **subject to settlement of all outstanding issues related to our relationship. This will mean that you will also terminate all services and access rights that may be linked to this information.**

To protect your privacy and security, we will take reasonable steps to help verify your identity before granting access or making corrections.

Your request for deletion sent by e-mail will be dealt with within 5 working days.

Please contact this e-mail address: kontakt@cobrnic.com.

VIII. What do we do to avoid misuse or unauthorised access?

The provider of home-based accommodation service has put in place, and regularly reviews and updates, appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorised access, maintain data security, and correctly use the information collected for the processing of inquiries about available accommodation.

Your inquiry is stored on the server of our sub-contractor, is processed and may also be forwarded by e-mail to the person responsible for replying to the inquiry.

Such external sub-contractors are legally obliged to comply with the applicable legislation on the protection of personal data and the processing thereof and more specifically with [Regulation \(EC\) No 45/2001](#).

Staff of the provider of home-based accommodation service who have access to personally identifiable information are required to protect this information in a manner that is consistent with this privacy statement by, for example, not using the information for any purpose other than to carry out the services they are performing.

Designate members of the provider of home-based accommodation service can access the data using their user ID and personal password. Only these authorised officials have access to the data (using a specific system).

IX. What are the contact points for questions or complaints?

If you wish to access or correct your personal information, please contact:

The controller responsible for processing these data is the website administrator (e-mail address: kontakt@cobrnic.com).

X. Recourse

Complaints, in case of conflict, can be addressed to the Croatian Personal Data Protection Agency, Fra Grge Martića 14, HR-10000 Zagreb (www.azop.hr).