

Privacy Policy - Quality Hotel View

Quality Hotel View is a full-service conference hotel located in Malmö, Sweden, and is a part of the hotel chain Nordic Choice Hotels.

This privacy policy explains which personal information we collect about you when you use our websites, visit our venue or consume other services under our responsibility at Quality Hotel View. Please note that this is a living document and we are working to expand it in key areas.

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1. Our guiding principle

Quality Hotel View is mainly a business to business focused company and our guiding principle, when it comes to personal information, is to not collect more information than necessary, to not keep information longer than is needed and to not use information for any other purpose than what was intended when it was collected.

2. What information do we collect about you?

We collect basic information about you and your organization when you inquire to make a reservation at Quality Hotel View.

Information about you may be passed on to us by other partners involved in your request, reservation and contract process. For instance, if you make your reservation via a Booking Agency, the chosen partner will collect the necessary information to process your company's reservation request and hand over the information upon completion of the reservation.

We may also collect information when you for instance voluntarily complete customer surveys, provide feedback and participate in competitions.

Website usage information is collected using cookies and may include information on referral web- sites, your IP-Address during the reservation process and your device hardware ID (MAC Address).

Basic information required to make a reservation to secure your organizations visit preferences includes:

- Company details (company name, address, phone number, e-mail)
- Contact person (name, title, e-mail address, phone number)
- Preferences (i.e. preferred food or technical requirements)

Additional information will be collected upon arrival at the center and during the stay. Such information may include:

Back-up documentation in connection with charges occurred during your visit , such as: Additional food, beverage, internet, technical requirements, special requests related to your booking.

At Quality Hotel View we use video surveillance in order to prevent, fight and investigate crime. We believe that the interest of protecting our guests safety outweighs the individual's need for integrity. Cameras and recorded material are handled through a local network, which is not connected to the internet. Recorded material will be stored for 7 days. You can at any given time request access to your sequences before the 7 days expire. Notify us if you wish to have your data deleted by stating the time and place of the sequence which you wish to have removed, and we will delete the sequence(s) the following working day. Complaints regarding our video surveillance is directed to datainspektionen.se.

3. Why do we collect information about you?

During the reservation and contract process we collect basic personal information as needed to process your reservation, whether that may be a conference, an event or a dinner reservation.

Additional information is collected during the visit to ensure your identity and document various charges, services, etc.

Previous details of your booking are stored to allow us to recognize you on possible future visits to Quality Hotel View and ensure a consistent service delivery to suit your preferences.

From time to time we aim to keep you or your organization informed about news from us and may contact you as a representative of your organization with special offers and other marketing communications.

4. How will we use the information about you?

We collect information about you to process your reservation and contracts and provide the services and products you have requested. Information collected will be retained for recognition of you and customization of services relating to possible future visits.

Based on our legitimate interests of keeping your organization informed, we may also contact you as a representative of your organization. You can at any time decline further contact, by unsubscribing, or by updating us as to whom may currently be a more appropriate contact person for your organization.

Quality Hotel View will not share your information for marketing purposes with outside companies.

We may use your information collected from the website to personalize your repeat visits to our website.

5. Who will we share such information with?

Information about you will remain with Quality Hotel View as the responsible data controller and will not be disclosed to third parties unless required by authorities to do so, for example for fiscal reasons.

6. How long will we keep the information about you?

Reservation, contract and stay details will be retained after your departure from Quality Hotel View and the settlement of the invoice in accordance with Swedish law.

To enable us to recognize you on repeat visits and to secure a consistent delivery of services as per your request, we expect to retain personal information collected for up to three years after the last activity with us.

Invoices and invoice back-up will be kept as per the Swedish Fiscal requirement for up to 7 years.

7. Marketing

We have a legitimate interest of keeping your organization informed about products and services, and we may therefore contact you as a representative of your organization.

You can at any time decline further contact, by unsubscribing, or by updating us (q.view@choice.se) as to who may currently be an appropriate recipient for your organization.

8. Access to your information and corrections

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address at the bottom of this text. Repeated requests within a year will be charged.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

To ensure your identity we will require a scanned and verified copy of your governmentally issued ID- Card or Passport when asking for insight in personal information stored.

9. Cookies

To make our web-sites work even better for you, we use 'cookies' to collect information about your use of the website. Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser to not accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

10. Turn off cookies

If you don't wish to accept cookies, you can turn them off in your web browser's security settings. This will prevent any cookies to be stored on your device.

11. Other websites

Your reservation may have been forwarded from partner websites. Our website also contains links to other websites. This privacy policy only applies to our websites (www.choice.se/quality/view) so when you visit other websites you should read their own privacy policies.

12. Security of your personal information

Quality Hotel View will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information.

Quality Hotel View will store all the personal information you provide on its secure (password and firewall protected) servers and ensure external partners involved maintain equal security measures.

You accept that data transmission over the Internet is inherently insecure and Quality Hotel View cannot guarantee the security of data sent over the Internet.

13. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our web page. This privacy policy was last updated on 2018-06-26.

We have taken appropriate measures with our data processors to ensure that all personal data transferred receive an adequate level of data protection within the meaning of the General Data Protection Regulation of the European Union (GDPR).

14. How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By e-mail to: g.view@choice.se
- Quality Hotel View, Hyllie Stationstorg 29, 215 32 Malmö, Sweden

If you have complaints regarding the processing of your personal data, you can also contact the Swedish Data Protection Agency (Datainspektionen).