

[A] Collection, storage and use of personal data

The principal aim of the General Data Protection Regulation (GDPR) that came into effect on 25 May 2018 is to give residents of the European Union more control over their personal data. Fully respecting the privacy of any data it collects, Hipaway Villas is taking all steps to comply with the requirements of the GDPR. In this framework, the following Privacy Policy is aimed at informing you about how we collect, store and use your personal data, as well as your rights in this regard.

Data Collection

Whenever you contact us by email, telephone or via our website by means of the Contact Form or Enquiry Form, we collect the data that you submit which may include but is not limited to the following:

- Full name
- Address
- Country of residence
- Email
- Telephone
- Any additional details you may wish to provide, including financial information such as your projected budget or spending limit, so that we can help you book travel activities and experiences.

The **purpose** of collecting the above information is to enable us to respond by email or telephone to your enquiry. Data may also be used by Hipaway Villas for marketing purposes, for instance to send you newsletters with the latest updates about new properties and destinations.

If you decide to make a booking, we shall require additional information in order to process and prepare the necessary paperwork for your rental request, including but not limited to:

- Name, gender, age, nationality of villa guests
- Passport or ID card details
- Bank account or credit card information to process payments
- VAT number (residents of Greece only)
- Any special dietary needs
- Invoicing details (if booking through a company)
- Feedback regarding your stay

In addition, if you connect to our website through a third party such as Twitter, Facebook or Google, we may collect data from the service in question (by way of indication, your profile and registration details). You may control this type of data through the privacy settings of the relevant service.

Data Storage

Hipaway Villas takes all appropriate measures to protect any information collected against unauthorized access. Personal data may also be stored on third-party servers in the European Union which are GDPR-compliant also our website (www.hipawayvillas) is protected by SSL Certificate.

At the present time, our software partners are:

- Google Inc (www.google.com)
- Fortunet Hellas IKE (www.rentability.gr)
- E-mail Platform (mailchimp)

Data Use

Hipaway Villas undertakes the commitment to use any information obtained for the sole purpose of handling your enquiries and requests, unless you proceed to make a booking, in which case personal data necessary for the relevant transactions may be provided to third parties such as – by way of indication – villa owners, caretakers, cooks, transfer or car hire companies, as well as banks or credit card companies. Data may also be disclosed to government authorities where this is required by law.

Naturally, we may share your information with the owner of the villa that you wish to book. This is solely for practical purposes such as the signing of the lease agreement and is required by Greek law. Similarly, your information may be shared with the Greek tax authorities, since lease agreements must be submitted to them in compliance with Greek law.

In the framework of the above, the legitimising basis for the processing of personal data in our possession is the conclusion of a contract, in accordance with the relevant provisions of the GDPR, and the obtaining of consent from the data subject.

[B] Access to, rectification, deletion of personal data (Data subject rights under the GDPR)

At any time, you have the right to **request a copy** of any personal data of yours which is held by Hipaway Villas. There is no fee for such a request. We shall endeavour to respond to your request without undue delay. That is to say, you have the **right of access** to the personal data we hold about you, as well as the right at any time to be informed regarding the following:

- The purpose of any processing and the categories of data which are subject to processing.
- Any other recipients of your personal data.
- The retention period of the data.
- Any automated processing of personal data (e.g. profiling).
- Your right to request the **restriction of data processing** in accordance with the provisions of the GDPR.

If you believe that your personal data is in any way inaccurate, you can contact us by e-mail (info@hipawayvillas.com) and we shall rectify the problem within ten (10) business days (**Right of Rectification**). Similarly, if for any reason you would like us to delete your personal data from our database (**Right of Erasure**), please contact us by e-mail (info@hipawayvillas.com) or by post (74 Tritonos St., P. Faliro Athens 175 62, Greece).

[C] Cookie Policy

Our website uses cookies to enhance its functionality. Cookies are tiny files that are downloaded to your computer from our website server in order to remember information about your visit and personalize your next one. We also use cookies for other reasons, for example to count the number of visitors to a page. If you wish, you may disable or delete these cookies through your Internet browser, though this may adversely affect your experience of our website.

[D] Complaints

If you have any concerns or complaints about the way we are collecting and using your personal data, please notify us by e-mail at info@hipawayvillas.com. We shall look into the matter and respond at the earliest.

