

Terms

This site uses cookies

If you do not accept the use of cookies, we recommend that you turn off cookies in your browser's privacy settings. You can also set the browser to get a warning every time the site tries to place a cookie on your computer.

No personal information, such as email or name, is automatically saved about the visitor. Personal information that the visitor himself registers is saved to optimize the user experience and to enable us to customize the communication according to each user's unique interests.

If the visitor shares his/her e-mail address when opting in on a newsletter or downloading a document, it is acknowledged that the visitor may still receive an email from us. We do not share any information with third parties.

Cookies are small text files stored on the visitor's computer. Cookies are typically used to improve the site's appearance, for example, to customize a site according to the visitor's wishes, choices and interests.

There are two different types of cookies

- A permanent cookie remains on the visitor's computer for a certain amount of time.
- A session cookie is stored temporarily in the computer's memory while a visitor is on a web page. Session cookies disappear when you close your browser.

Anyone who visits a website that uses cookies should be informed that the site contains cookies, what these cookies are used for and how cookies can be avoided, according to the Electronic Communications Act, which entered into force on July 25, 2003 (SFS 2003: 389).

GDPR - Integrity Policy

This privacy policy explains how Crystal Plaza Hotel collects and uses your personal information when you use our platform to contact us or send a booking request.

By accepting our privacy policy, processing of the personal data provided in the booking form is accepted. The information that Crystal Plaza Hotel collects is the information you choose to leave yourself. You can always choose not to provide information to us, however, we need some information in order to provide our services.

The purpose of collecting your data is to be able to handle your booking, contact you with important information prior to, during and after your stay at Crystal Plaza Hotel.

What data do we store

We collect information about first and last name, address, phone number and e-mail address.

How is the data shared?

People working with us. - Your personal information will be shared with people who work with us when needed. Your personal information is only shared with people who need access to them in order to perform their jobs, for example to provide customer support or to help you manage your booking. Of course, all our staff are subject to strict confidentiality.

Service providers. - Your personal information may be shared with partners that help us provide our services or provide us with other services that require your personal data to be processed. For example, we store and provide crystalplazahotel.se using Umbraco and use Impera as our IT-support provider. There may also be other service providers who help us with things like marketing, email and the like.

Your personal information will only be shared with external parties to provide you with Crystal Plaza Hotel's services and to handle our daily tasks. Service providers only use the right and share your information to provide us with their services or if required to fulfill legal obligations.

When required by law or for legitimate purposes. Sometimes we may need to share your personal information with others due to legal obligations. For example, when required to respond to a request from the police, regulatory authority or other public authorities. We may also share your personal information if it is necessary to defend or prevent fraud in connection to a legal process.

For how long is your information saved?

Crystal Plaza Hotel saves personal information as long as the data is needed to fulfill the purpose for which it was collected. How long this is depends on what kind of information it is. We regularly check the need, taking into account applicable legal requirements.

Change / delete personal data

Personal data processed will be deleted when you revoke your consent or when the purpose you agreed to has been met. You are entitled to request that we provide information about your information, request a correction, or withdraw your consent to saving data. If you would like to contact us to find out what information we have, change information or ask us to delete your data, please contact our Data Protection Officer wictor@excellencehotels.se