

Privacy Policy (GDPR)

RESERVATION WEBSITE – WWW.SZRENICOWYDWOR.PL

Version of 8 September 2026 · Last updated: 28 October 2026

Courtesy translation. The Polish version is the binding one; in the event of any discrepancy, the Polish version prevails.

PRIVACY POLICY AND GDPR — HOTEL SZRENICOWY DWÓR

Who is the controller of your personal data?

The controller of your personal data is SZRENICOWY Sp. z o.o., with its registered office in Szklarska Poręba (ul. 1 Maja 19, 58-580 Szklarska Poręba), entered in the register of entrepreneurs of the National Court Register under KRS number 0001223194, NIP: 6112849100, REGON: 543977817 (the “Hotel” or the “Controller”).

Contact:

- e-mail address: repcja@szrenicowydwor.pl
- e-mail address for personal data matters (GDPR): rodo@szrenicowydwor.pl
- telephone: +48 733 967 767
- website: www.szrenicowydwor.pl

What is the purpose of this Privacy Policy?

The purpose of this Privacy Policy is to set out the rules for the processing and protection of personal data of persons using the reservation website of Hotel Szrenicowy Dwór (the “Website”), including data collected in connection with making reservations, contacting reception, subscribing to the newsletter and using related tools. All actions of the Controller are subject to Polish law and to Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR). Use of the Website, including making a reservation, is possible after reading the provisions of this Privacy Policy. The Website may contain links to third-party sites (e.g. payment systems, booking platforms such as Booking.com or Airbnb). Data processing on those sites takes place under the rules set out by those entities in their own privacy policies.

What data do we collect and for what purpose?

In connection with the use of the Website, we may process in particular:

- data provided in the reservation form: first and last name, e-mail address, telephone number, dates and scope of the stay, number and ages of guests (including children), stay preferences;
- data necessary for check-in in accordance with the law (identity document presented at check-in at reception – not collected by the online Website);
- billing/payment data – processed by the external payment operator eService;
- data concerning the child-guardian relationship, collected at reception in accordance with the obligations arising from the so-called “Lex Kamilek” Act – see the Child Protection Standards in the Hotel Regulations;
- technical data: IP address, device and browser parameters, information from cookies.

On what legal basis do we process your data?

- Art. 6(1)(b) GDPR – processing necessary for the conclusion and performance of a contract (handling the reservation and stay);
- Art. 6(1)(c) GDPR – compliance with legal obligations to which the Controller is subject (e.g. accounting regulations, obligations arising from the protection of minors);
- Art. 6(1)(f) GDPR – the legitimate interest of the Controller (direct marketing, statistics and analytics of the Website, IT security, establishing, pursuing and defending claims).

Reservations made through external websites

If you make a reservation through platforms such as Booking.com, Airbnb or other intermediaries, your data may be passed to the Hotel by those platforms in order to fulfil the reservation. The rules on the processing of data by the platforms themselves are set out in their separate privacy policies.

Protection of minors

The Hotel implements the Child Protection Standards in accordance with the amendment to the Polish Family and Guardianship Code (the so-called “Lex Kamilek” Act). Accordingly, reception staff may ask for additional information confirming the relationship between an adult guest and the child accompanying them – the legal basis here is the legal obligation to which the Controller is subject (Art. 6(1)(c) GDPR). The full text of the Standards is available in the Hotel Regulations and in a visible place at the Facility.

Cookies

The Website uses cookies:

- session cookies – stored until the end of the browser session;
- persistent cookies – stored until they are deleted manually or until they expire.

Cookies are used to: ensure the correct operation of the reservation form, adapt the content of the Website, compile visit statistics and (where applicable) display advertisements matched to the user's interests. The site uses the Google Analytics tool (and possibly other analytics or marketing tools, if they are introduced in the future). Data concerning your activity may therefore be processed by the operators of those tools. You can restrict or disable the handling of cookies at any time in your browser settings. Disabling the cookies necessary for the reservation form to work may make it impossible to make an online reservation.

Who may your personal data be disclosed to?

- employees and associates of the Hotel to the extent necessary to fulfil the reservation and handle the stay;
- providers of IT systems and hosting of the Website;
- the online payment operator (eService);
- the accounting firm serving the Controller;
- entities authorised under the law (e.g. in connection with guest registration obligations).

How long do we keep your data?

- data relating to the reservation and billing documents – for the period resulting from accounting and tax regulations (as a rule 5 years, counted from the end of the calendar year in which the document was issued);

- data processed on the basis of consent (e.g. newsletter) – until the consent is withdrawn;
- data processed on the basis of a legitimate interest – until an effective objection is lodged, subject to situations in which there are overriding legal grounds for further processing (e.g. establishing, pursuing or defending claims).

What rights do you have?

1. The right of access to the content of your data.
2. The right to request its rectification.
3. The right to request its erasure.
4. The right to request restriction of processing.
5. The right to data portability (to the extent that the basis for processing is a contract or consent).
6. The right to object to processing based on a legitimate interest.
7. The right to lodge a complaint with the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych) in Poland.

Is providing data mandatory?

Providing personal data is voluntary, but necessary to make a reservation and carry out the stay – failure to provide it makes it impossible to use these services.

Automated decision-making and profiling

Your data is not used for automated decision-making producing legal effects concerning you, nor for profiling within the meaning of Art. 22 GDPR.

Data security

The Controller applies appropriate technical and organisational measures to protect personal data against access by unauthorised persons and against unauthorised use. Entities cooperating with the Controller are obliged to comply with analogous security standards.

Changes to the Privacy Policy

The Controller may amend the provisions of this Privacy Policy. An amendment becomes effective no earlier than 7 days after its publication on the Website.

Contact details

In matters concerning the Privacy Policy, please contact us at: rodo@szrenicowydwor.pl, marked “Privacy Policy”.