

## § 1. SUBJECT MATTER OF THE PRIVACY POLICY

In this privacy policy you will find information about:

- rules for the provision of services by electronic means via the website [www.crystal-mountain.pl](http://www.crystal-mountain.pl);
- terms and conditions of using the website [www.crystal-mountain.pl](http://www.crystal-mountain.pl);
- cookies policy on the website [www.crystal-mountain.pl](http://www.crystal-mountain.pl);
- rules for the processing and protection of personal data by the data controller.

This privacy policy is available free of charge on the website [www.crystal-mountain.pl](http://www.crystal-mountain.pl) in a form that allows free recording, storage and reproduction by a person using the website [www.crystal-mountain.pl](http://www.crystal-mountain.pl).

The controller of personal data processed for the purposes described in this privacy policy is Wisła Mountain Resort Operator sp.z o.o. sp.k. in Warsaw (00-023) at ul. Widok 8, entered into the register of entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, XIII Commercial Division of the National Court Register, under the number: 0000678720, NIP [Tax Identification Number]: 5213782029, REGON [National Business Registry Number]: 367315943 (hereinafter referred to as: the Company or the Controller).

The Company processes personal data of natural persons in the course of its business activities, including via the website at the following address: [www.crystal-mountain.pl](http://www.crystal-mountain.pl) (hereinafter referred to as: the Portal) and within the scope of activities of Crystal Mountain Hotel in Wisła (hereinafter referred to as: the Facility).

The Company pays special attention to the protection of personal data and therefore all data of the Portal users (hereinafter referred to as: Users or the User) processed via the Portal are processed in a manner consistent with the provisions of law on the protection of personal data in force in the Republic of Poland. When processing your personal data, the Company performs its obligations resulting from the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/EC (General Data Protection Regulation, hereinafter referred to as: GDPR) and applicable provisions of national law.

In this privacy policy you will find information that the Company, acting as the controller of personal data, is obliged to provide to data subjects pursuant to art. 13 and 14 of GDPR.

The Company applies personal data processing policies aimed at protecting personal data. Only employees and other persons acting on behalf of the Company who have been authorized to process personal data and who have undertaken to maintain confidentiality are allowed to process personal data.

Since the Company operates in a group of undertakings within the meaning of 4(19) of GDPR, if necessary, any personal data may be processed for administrative purposes of a group of undertakings, which constitutes the legitimate interest of the Company [art. 6(1)(f) of GDPR].

## § 2. CONTACT AND DATA PROTECTION OFFICER

If you have any doubts or questions regarding the privacy policy or protection of your personal data, you can contact the Company, in particular, through the above-mentioned address of the Company: Wisła Mountain Resort Operator sp.z o.o. sp.k. ul. Widok 8, 00-023 Warsaw. In addition, in the above-mentioned matters, including all matters related to the processing of your personal data by the Company, in particular in order to exercise your rights, you can contact the data protection officer appointed by the Company at the following e-mail address: [rodo@crystal-mountain.pl](mailto:rodo@crystal-mountain.pl).

In matters related to your stay at the Facility, you can also contact us by e-mail at the address: [booking@crystal-mountain.pl](mailto:booking@crystal-mountain.pl).

## § 3. GENERAL RULES OF USING THE PORTAL

Using the Portal is free of charge, voluntary and allowed for all Users on the Internet.

Using the Portal, you can use the newsletter service and make a booking of your stay at the Facility via a contact form.

Technical requirements necessary for cooperation with the ICT system used by the Company: (1) computer, laptop or other multimedia device with Internet access; (2) access to e-mail, in case of using the functionalities in which e-mail is used (e.g. newsletter, booking, e-mail contact); (3) browser configured in accordance with the standards of Microsoft Internet Explorer, in a version not lower than 5.5 or Opera version 7.x and higher, or Firefox version 1.x., Chrome; (4) minimum screen resolution [800 x 600].

The Portal User is obliged to use the Portal in a manner consistent with the law and good practice, with respect for personal rights as well as copyrights and intellectual property of the Company and third parties. The User is obliged to enter actual data into the appropriate fields of forms. It is forbidden to provide illegal content.

The Company makes every possible effort to secure your data and protect it against actions of third parties. Therefore, connection with the Portal is carried out via an encrypted HTTPS protocol. This helps to prevent interception and alteration of transmitted data. By clicking on the padlock symbol in the address bar, you will get information about the Portal's security certificate, and depending on the browser used - also the ability to view detailed information about cookies stored on your device. However, actions taken by the Company may turn out to be insufficient if you do not follow general safety rules when using the Portal.

Complaints related to the provision of electronic services by the Company and other complaints related to the operation of the Portal (excluding the complaint procedure used for staying at the Facility, which is described in the regulations of Crystal Mountain Hotel), can be submitted, for example:

- a) in writing to the address of the registered office of the Company;
- b) in an electronic form via e-mail to the following address: [iod@crystal-mountain.pl](mailto:iod@crystal-mountain.pl).

It is recommended to include the following information in the complaint description: (1) information and circumstances regarding the subject of the complaint, in particular the type and date of occurrence of irregularities; (2) content of the request and (3) contact details of the person submitting the complaint – this will facilitate and speed up consideration of the complaint. Requirements set out in the preceding sentence are recommendations only and do not affect the effectiveness of complaints submitted without the recommended description of a complaint.

The Company will respond to the received complaint and inform you about the outcome of the complaint handling process in writing or via e-mail, if you have provided your e-mail address for this purpose.

## § 4. COOKIES

Cookies are text files. They are saved on the end device (i.e. the device used to browse the Portal). They are used to recognize your end device (e.g. computer, telephone, tablet) when reconnecting to the Portal. Cookies are used to better determine individual needs of the User.

The Company stores cookies on your end devices and gains access to the information contained therein in order to:

Spółka przechowuje pliki cookies na Państwa urządzeniach końcowych i uzyskuje dostęp do zawartych w nich informacji w celu:

- adjust the content of websites to the User's preferences and optimize the use of websites; in particular, these files allow to recognize the device and properly display the website, tailored to your individual needs (e.g. by saving information about language preferences);
- create statistics that help to understand how Users use the Portal, which allows to improve its structure and content;
- maintain the User's session.

# PRIVACY POLICY

Internet browsers (the User's software) usually allow cookies to be stored on the end device by default. The User can always change web browser settings that determine the use of cookies. Therefore, you can refuse to accept cookies on the end device from which you connect to the Portal. For this purpose, use the option of disabling the download and storage of cookies in your browser. The providers of popular web browsers offer information on how to disable the download and storage of cookies. However, disabling cookies may have a negative impact on the use of certain functionalities of the Portal.

If the User does not change cookies settings while continuing to use the Portal, it means acceptance of cookies used by the Portal. The User can delete cookies from his/her device at any time.

Cookies may also be placed on the User's device by providers of individual Portal functionalities, indicated below.

The Company uses Google Analytics, which is a tool used to analyse your visits to the Portal. Google Analytics applications allow to monitor traffic on the Portal and adapt it to your needs. Detailed information on the processing of data collected with the use of Google Analytics can be found at:

<https://support.google.com/analytics/answer/6004245>.

Google may also disclose this information to third parties if it is required to do so by law or if these entities process such information on behalf of Google. The User may disable Google Analytics by installing a free Google Analytics blocking browser add-on. After installing and activating the add-on, Google Analytics measurements will be disabled on all pages displayed by the User. The add-on is available at:

<https://tools.google.com/dlpage/gaoptout/>.

The Company uses DoubleClick service, which is a tool used to conduct online advertising activities. Through this service, cookies are placed on the end device, which then collect information on the use of the Portal by the User and serve to optimize the Company's advertising activities. In order to promote certain services or events, the Company may use advertisements that are displayed on other websites. This type of cookies is used to make advertising information more relevant and tailored to the User's preferences. Such cookies also prevent the same ads from appearing again. Detailed information on the types of cookies placed on Users' devices by DoubleClick and the rules of their operation can be found at:

<https://policies.google.com/technologies/types?hl=pl>.

Google may also disclose this information to third parties if it is required to do so by law or if these entities process such information on behalf of Google. You can choose to cancel personalization of advertisements displayed on your device by using the address:

<https://adssettings.google.com/authenticated?hl=pl>.

## § 5. LINKS TO EXTERNAL WEBSITES AND PLUG-INS

The Portal contains links to external websites - incl. to facebook.com, instagram.com, linkedin.com. Personal data processed through these websites are generally controlled by third parties. Processing of your personal data by these entities is determined by the law to which the administrators of these websites are subject and their internal regulations (e.g. privacy policy). To some extent, the Company may be an independent controller of your personal data processed within the scope of plug-ins or links placed on the Portal.

The Company may be the controller of your personal data to the extent necessary to redirect from the Portal to an external portal. Legal basis for the processing of your data is the legitimate interest of the Company, i.e. extending functionality of the Portal and conducting marketing activities by the Company through external portals.

Personal data processed in this way are transmitted to the operator of an external portal, and on this portal they are controlled by its operator.

Personal data may be processed by these entities outside the European Economic Area.

## § 6. NEWSLETTER

A newsletter service is available on the portal, consisting in delivering information on promotions, special packages and organized events offered by the Company to the e-mail address provided by the User. The Company sends the newsletter to people who have provided their e-mail address for this purpose. Subscription to the newsletter is possible in particular by entering your e-mail address in the appropriate field on the Portal and clicking the "Send" button, selecting the appropriate box (the so-called checkbox) when making a booking via the Portal or by checking the appropriate box in a residence card when checking-in at the Facility. Before you click the "Send" button, you can stop using the form by leaving the Portal's websites or subpage on which the form is located. Until then, it is also possible to make changes to the previously completed form field.

Providing personal data is voluntary, but necessary to receive the newsletter. Failure to provide an e-mail address makes it impossible to receive the newsletter. After agreeing to receive the newsletter, you will receive an activation link to the provided e-mail address, confirming that the e-mail address provided is correct and that you want to receive the newsletter. To receive the newsletter, please open the received activation link.

Basis for the processing of your personal data for the purposes of sending the newsletter is implementation of the Controller's legitimate interest, i.e. conducting information, marketing and promotional activities, in connection with your willingness to receive commercial information by electronic means in the form of a newsletter [art. 6(1)(f) of GDPR, as well as art. 10 of the Act of July 18, 2002 on the provision of electronic services and art. 172 of the Act of 16 July 2004 – Telecommunications Law].

Consent to receive the newsletter can be withdrawn at any time by clicking on the appropriate link at the bottom of the message containing the newsletter or by sending a declaration of withdrawal of consent to the e-mail address: [rodo@crystal-mountain.pl](mailto:rodo@crystal-mountain.pl). Personal data will be processed until the consent is withdrawn or objection to the processing of personal data is raised.

## § 7. BOOKING FORM

The Portal includes a form that allows you to book your stay at the Facility, as well as select additional options related to your stay. Only the information corresponding to descriptions assigned to these fields should be entered into individual fields of the form. If specific information is provided for a field (e.g. about the number of people using the stay), this information should not be entered elsewhere, instead of this space provided for this purpose.

In order to make a successful booking via the form, it is necessary to mark the box (the so-called checkbox), confirming that the User has read and accepted the Regulations of the Facility and this privacy policy. In addition, the User may also select another field (the so-called checkbox), constituting a consent to receive the newsletter.

Use of the form may be terminated at any time by leaving the Portal's websites or subpage on which the form is located, before you click the "Book" button. Until then, it is also possible to make changes to previously completed form fields.

## § 8. PROCESSING OF PERSONAL DATA IN CONNECTION WITH E-MAIL CORRESPONDENCE

On the Portal the Company provides, among others, contact details enabling contact with the use of electronic means of communication (via e-mail).

Contact is possible by clicking on the link with e-mail address of the Company, which may automatically redirect to the User's e-mail program. Use of this form of contact requires the disclosure of personal data necessary to provide the User with a reply, i.e. primarily an e-mail address. Lack of an e-mail address will prevent the Company from handling the User's inquiry. The User may also voluntarily provide other data to identify him/her, facilitate contact or handle the inquiry. The Company processes personal data on the same terms when you contact the Company via e-mail by sending an e-mail directly from your e-mail box to the e-mail address of the Company.

Legal basis for the processing of personal data is the legitimate interest of the Company, referred to in art. 6(1)(f) of GDPR, i.e. correspondence with you. Personal data is processed by the Company in order to handle the correspondence that was sent.

Depending on the content of a message received from you, your personal data may also be processed for other purposes, e.g. to take steps before concluding an agreement or to conclude and perform an agreement [art. 6(1)(b) of GDPR].

As a rule, personal data will be processed for the period of the purpose for which the correspondence is conducted, unless there is a different basis for processing, as well as until the expiry of limitation period for claims or until objection to the processing of personal data is raised.

## § 9. PROCESSING OF PERSONAL DATA IN CASE OF TELEPHONE CONTACT

You can contact the Company by phone - contact details are provided, inter alia, on the Portal. The Company will request your personal data in a telephone conversation only if it is necessary to achieve the purpose of this telephone conversation, including confirmation of identity.

Telephone calls may be recorded, about which you will be informed each time before starting the conversation with a representative of the Company. You can object to this recording. If you do not consent to the recording, please hang up. Telephone calls are recorded to control the quality of services provided by the Company and to defend against claims or pursue claims, which constitutes a legitimate interest of the Company referred to in art. 6(1)(f) of GDPR.

Providing personal data will be essentially voluntary but may be required by the Company depending on the purpose for which it is provided. Failure to provide personal data may then make it impossible to achieve your goal (e.g. making a telephone booking, obtaining information about a booking that was made).

Personal data obtained in this way will be processed in accordance with the rules applicable to the specific purpose of processing resulting from a telephone conversation, no longer than until the expiry of limitation period for claims.

## § 10. DATA PROCESSING ON COMMUNITY PORTALS

The Portal contains links to external websites - Instagram, Facebook, and LinkedIn, where the Company runs its profiles (so-called fan page). Personal data processed through these websites are controlled by third parties. Processing of your personal data by these entities is determined by the law to which the administrators of these websites are subject and by their internal regulations (e.g. privacy policy). This privacy policy does not control the processing of personal data by these entities.

However, the company may also be an independent controller of personal data within the scope of the Company's fan page, processing personal data on the following terms. Personal data is processed by the Company on a fan page on a community portal for purposes constituting legitimate interests pursued by the Company [art. 6(1)(f) of GDPR], i.e.:

- in order to implement marketing activities consisting in informing about the Company and its services via a fan page, including through sharing posts;
- to respond to private messages sent using the functionality of a community portal;
- in order to conduct discussions in posts posted on a fan page, on a community portal or on websites enabling discussion with the use of accounts set up on a community portal;
- in order to obtain and analyse statistical data - the Company may obtain statistical data concerning a fan page from the operator of this community portal, they are created on the basis of monitoring your activity on this fan page by the operator of a given community portal.

Providing personal data is voluntary. In the event of any form of communication with the Company via a community portal, the Company will automatically be provided with your data indicated in the account specification (name, surname or pseudonym, as well as photo and other publicly available information). You can stop following the Company's fan page at any time and delete your comments. The Company points out that publishing your posts on the Company's fan page will result in sharing your personal data with other users of the community portal and its operator, on the terms applicable in case of a given portal.

## § 11. PROCESSING OF PERSONAL DATA IN A RECRUITMENT PROCESS

The Company conducts recruitment activities based on documents and information provided by a candidate for a job (in particular a CV, cover letter). A job candidate should provide the Company with personal data that do not exceed the scope specified in the provisions of the labour law. If a candidate sends additional data to the Company, the legal basis for their processing is consent of this candidate, expressed by sending of the candidate's application documents that contain personal data.

Depending on the content of recruitment advertisement or arrangements between the candidate and the Company, the candidate may be employed on the basis of an employment contract or a civil-law contract. In case of a recruitment conducted to conclude an employment contract, the obligation to provide personal data results from legal provisions, including the Labour Code (in particular Article 221 of the Labour Code). Providing information about education, professional qualifications and course of previous employment is required only if it is necessary to perform work of a specific type or on a specific position. In case of recruitment carried out to conclude a civil-law contract, providing personal data is voluntary, but required by the Company.

Regardless of the type of concluded contract, failure to provide the above-mentioned personal data may prevent you from taking part in the recruitment process. Providing other personal data is voluntary, and failure to do so does not affect the possibility of participating in the recruitment process.

If you want your data to be processed by the Company for the purposes of future recruitment, you must give your consent in correspondence with the Company or in the application documents. Failure to provide such consent will result in the removal of your personal data by the Company after the recruitment for which you applied is closed, unless you are employed as a result of this recruitment or unless the data will be stored in order to defend against claims.

Your personal data will be processed to:

- assess your qualifications for the position you applied for;
- assess your abilities and skills needed for the position you applied for;
- choose the right candidate for the job.

Therefore, personal data will be processed:

- if the form of employment is an employment contract - in order for the Controller to carry out activities related to the recruitment process - which is the Controller's legitimate interest, resulting from art. 221 § 1 of the Labour Code; in terms of data other than name(s) and surname, date of birth, contact details, education, professional qualifications and course of previous employment, the basis for processing is consent of the candidate [art. 6(1)(a) of GDPR in connection with f221 a § 1 of the Labour Code];
- if the form of employment is a civil-law contract - in order to conduct the recruitment procedure, which is the Controller's legitimate interest [art. 6(1)(f) of GDPR] and take action before concluding the contract at your request as data subjects [art. 6(1)(b) of GDPR];
- in order to verify qualifications or skills of the candidate, which is the Controller's legitimate interest [art. 6(1)(f) of GDPR];
- in order to conduct future recruitment for vacancies, if you have consented to the processing of your personal data for the purposes of future recruitment. Legal basis for the processing of your personal data is then your consent [Art. 6(1)(a) of GDPR];
- in order to establish claims or defend against claims, which is the Controller's legitimate interest [art. 6(1)(f) of GDPR].

Personal data will be stored for 6 months from the end of the recruitment for which you applied, and after this period your personal data may be stored until the expiry of limitation period for claims related to the recruitment process. If personal data is not stored to establish claims or defend against claims, it will be deleted after 6 months from the end of recruitment, unless you have consented to the processing of personal data for the purposes of future recruitments - then your personal data will be deleted no later than after 24 months from the end of the recruitment for which you applied. If you send your application despite the fact that the Company does not have a recruitment open, your personal data will be stored for 6 months from the date you submitted your application.

## § 12. PROCESSING OF PERSONAL DATA WITHIN THE FRAMEWORK OF THE PROVISION OF HOTEL SERVICES

When booking a stay at the Facility – whether directly on the Company's website, by phone, e-mail or in person, or when making a booking through external booking portals – you provide your personal data necessary to make a booking and to complete your stay at the Facility.

In such case, personal data may be processed on the terms and for the purposes described in the regulations of this Facility, the content of which is available on the Portal.

As a rule, you provide your personal data yourself. However, if you participate in a group stay or made a booking through an external booking portal, your personal data necessary for the implementation of this stay will be transferred to the Company by the organizer of this group stay or the operator of external booking portal. Usually these include identification and contact details as well as information about the purchased or booked service.

Information about the obligation or lack of obligation to provide personal data, as well as the consequences of not providing personal data, is always included in the information obligation, which should be read before performing a specific activity related to providing personal data. Providing personal data when booking a stay at the Facility is not mandatory but required by the Company and necessary to make a booking and use the services at the Facility.

As a rule, personal data will be stored until the expiry of the limitation period for any claims related to implementation of the agreement for the provision of hotel services, unless there is another basis for processing.

## § 13. PROCESSING OF PERSONAL DATA FOR THE PURPOSE OF NEGOTIATING, CONCLUDING, AND IMPLEMENTING AGREEMENTS OTHER THAN THOSE RELATED TO THE PROVISION OF HOTEL SERVICES

The Company processes personal data in connection with negotiations, the process of concluding and implementing agreements with other entities. This applies to you when you are the other party to an agreement as natural persons or when you represent the other party to an agreement (e.g. as members of the management board, proxies, contact persons). In this case, personal data is processed:

- in order to take steps aiming at concluding an agreement and to perform an agreement with the data subject [art. 6(1)(b) of GDPR] or with the entity representing the data subject [art. 6(1)(f) of GDPR];
- for purposes arising from legitimate interests pursued by the Company, i.e. for the purpose of pursuing claims or defending against claims, direct marketing, archiving [art. 6(1)(f) of GDPR];
- in order to fulfil legal obligations, in particular tax and accounting obligations, imposed on the Company by legal provisions [art. 6(1)(c) of GDPR].

Providing personal data is generally voluntary but required by the Company and necessary for the conclusion and performance of an agreement. Failure to provide the data may prevent the conclusion or performance of an agreement. In the case of processing personal data for the purpose of fulfilling tax and accounting obligations, providing data may be mandatory (e.g. to issue a VAT invoice), which results from generally applicable law.

## § 14. DATA RECIPIENTS

Depending on the purpose of processing, your personal data may be disclosed to entities providing specific services to the Company, including primarily entities cooperating within the scope of provision of hotel services. The scope of disclosed data does not go beyond the justifiable nature of such services. Recipients of data may be entities providing postal or courier services, provided that the use of traditional form of correspondence proves necessary. The recipient of any data processed in an electronic form may be an entity dealing with the Company's IT service or providing IT solutions (e.g. software). In the case of data processed for the purposes of e-mail marketing (e.g. the newsletter), the data may be disclosed to an entity providing mass mailing services.

In addition, data recipients may be banks, entities providing payment services and entities providing marketing, legal or accounting services. Your personal data may be disclosed to the Company's insurer if it is necessary for loss settlement. Personal data may also be disclosed to entities operating with the Company within a group of enterprises (for administrative purposes).

If you participate in a group stay at the Facility, the data may be disclosed to the organizer of this group stay, and if you made a booking of your stay through an external booking portal, the details of this stay may be disclosed to the operator of this portal.

Personal data may also be made available to competent public authorities, if required by applicable law.

## § 15. PERIOD OF PERSONAL DATA STORAGE

The Company does not store personal data longer than it is necessary to achieve a specific processing purpose. The period of processing your personal data by the Company depends on the type of service provided and the purpose of processing. Period of personal data processing has been indicated for individual processing activities listed in the privacy policy.

If the processing of personal data is necessary to establish and pursue any claims or defend against claims, the data will be processed until the expiry of the limitation period for these claims.

Personal data processed to fulfil legal obligations incumbent on the Company are processed for the period required by the generally applicable law (e.g. the period of keeping accounting documents).

In case of processing personal data on the basis of the legitimate interest of the Company, personal data is processed for the period necessary to implement this interest or until an effective objection to the processing of personal data is raised.

## § 16. TRANSFERRING PERSONAL DATA TO THIRD COUNTRIES

As a rule, the Company does not transfer personal data to third countries (outside the European Economic Area - EEA). In particular, personal data of people using hotel services at the Facility are not transferred to such countries. However, if the transfer of personal data outside the EEA is necessary, the Company informs about it when collecting personal data. The company will make every effort to ensure that the processing of personal data outside the EEA takes place in accordance with the highest standards, which will take place by:

- using the services of entities processing personal data in third countries for which a decision of the European Commission has been issued regarding the assurance of an adequate level of personal data protection;
- using standard contractual clauses approved by the European Commission;
- application of binding corporate rules approved by the competent supervisory authority.



## § 17. YOUR RIGHTS

As persons who are subject to personal data processing by the Company, you have the right to:

- request access to personal data,
- demand rectification of personal data,
- demand erasure of personal data,
- request to restrict the processing of personal data,
- transfer personal data to another controller in the event that personal data come from you and their processing is carried out in an automated manner based on a consent art. 6(1)(a) or Art. 9(2)(a) of GDPR or based on a contract pursuant to Art. 6(1)(b) of GDPR,
- object to the processing of your data for direct marketing purposes,
- object to the processing of personal data pursuant to art. 6(1)(f) of GDPR, i.e. processing necessary for the purposes of legitimate interests pursued by the Company,
- lodge a complaint with the supervisory authority.

The consent you have granted may be withdrawn at any time, which will not affect the lawfulness of processing based on consent before its withdrawal.

You can exercise the above rights, in particular by contacting the data protection officer appointed by the Company:

- in writing at the following address: Wisła Mountain Resort Operator, spółka z ograniczoną odpowiedzialnością spółka komandytowa, ul. Widok 8, 00-023 Warsaw;
- in electronic form via e-mail: [rodo@crystal-mountain.pl](mailto:rodo@crystal-mountain.pl)

## § 18. PERIOD OF VALIDITY OF THE PRIVACY POLICY

This version of the privacy policy is effective from January 6, 2021 until it is changed, and the revised version is published by the Company.