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Information on the processing of personal data of users of the website www.gruppoloan.it/
Articles 13 and 14 of Regulation 2016/679 / EU (hereafter also "GDPR")

Why do we collect information?

SIVE SpA (hereinafter also "SIVE" or "Controller"), control company of the LO.AN Hotels Group, is committed to respecting and protecting your privacy and wishes you to feel secure both during the simple navigation of the site and in the case in which you decide to register by providing us with your personal data to use the services made available to its Users and/or Customers. On this page, SIVE intends to provide some information on the processing of personal data relating to users who visit or consult the website accessible by telecommunication from the address <http://www.gruppoloan.it/> (the "Site"). The information is provided only for the website of the Controller not for other websites that may be consulted by the user through links (for which reference is made to the respective privacy policies). Reproduction or use of pages, materials and information contained within the Site, by any means and on any medium, is not permitted without the prior written consent of SIVE. Copies and/or printouts are allowed for personal and non-commercial use only (for requests and clarifications contact the Data Controller at the addresses indicated below). Other uses of the content, services and information on this site are not permitted.

With regard to the content offered and the information provided, SIVE will ensure that the contents of the Website are kept up-to-date and revised without offering any guarantee as to the adequacy, accuracy or completeness of the information provided explicitly declining any responsibility for any errors in the information provided on the Website.

Origin - Navigation data

SIVE informs you that the personal data you provide and acquired together with the request for information and / or contact, registration on the site and use of the services via smartphone or any other instrument used to access the Internet, as well as the data necessary for the provision of such services, including navigation data and data used for the eventual purchase of the products and services offered by SIVE but also only the so-called data "navigation" of the site by Users, will be treated in compliance with applicable law. The computer systems and software procedures used for the operation of this website acquire, during their normal operation, some personal data whose transmission is implicit in the use of the Internet. This is information that is not collected to be associated with identified interested parties, but which by their very nature could, through processing and association with data held by third parties, allow users to be identified as navigators. This category of data includes the "IP addresses" or domain names of the computers used by users who connect to the site, the addresses in the URI's (Uniform Resource Identifier) notation of the requested resources, the time of the request, the method used in the submit the request to the web server, the file size obtained in response, the numerical code indicating the status of the response given by the web server (success, error, etc.) and other parameters related to the operating system and the computer environment of the user. These data are used for the sole purpose of obtaining anonymous statistical information on the use of the site and to check the correct functioning of the SIVE website. It should be noted that the aforementioned data could be used to ascertain responsibility in the case of computer crimes against the owner's website or to other sites connected or connected to it.

Origin - Data supplied by the user

SIVE collects, stores and processes your personal data for the purpose of providing the products and services offered on the Site, or for legal obligations. With regard to some specific Services, Products, Promotions, etc. the Data Controller may process your data for commercial purposes. In such cases, a specific, separate, optional and always revocable consent will be required with the methods and the contact details indicated below. The optional, explicit and voluntary sending of emails to the addresses indicated in the appropriate section of the Website, as well as the compilation of questionnaires (for example form), communication via chat, push notification via APP, social networks, call centers, etc., involves the subsequent acquisition of some of your personal data, including those collected through the use of Apps and related services, necessary to respond to requests.

Purposes of processing and legal basis

The data are processed for the purposes:

- 1) strictly connected and necessary for access through the website to the LO.AN Group booking platform for booking;
- 2) for ancillary activities related to the management of User/Customer requests and sending the feedback that may include the transmission of promotional material;
- 3) related to the fulfillment of obligations under EU and national regulations, the protection of public order, the establishment and prosecution of crimes and the protection of their rights as well as to comply with current administrative, accounting and tax obligations.

The provision of data for the purposes referred to in points 1), 2), 3) is connected to a pre-contractual and / or contractual phase or functional to a user's request or required by a specific regulatory provision, is mandatory and In default, it will not be possible to receive the information and access the services requested. SIVE may send commercial communications relating to products and / or services similar to those already provided, pursuant to Directive 2002/58/EU, using the e-mail coordinates, or paper ones, indicated by you on such occasions to which you may object with the methods and the contact details below.

Methods, treatment logics, storage times and security measures

The processing is also carried out with the aid of electronic or automated means and is carried out by out by SIVE and / or by third parties that SIVE can use to store, manage and transmit the data. The processing of data will be carried out with the logic of organization and processing of your personal data, including the logs originating from access and use of services made available via the web, products and services used related to the purposes indicated above and, however, so to guarantee the security and confidentiality of data. The personal data processed will be kept for the time required by the legislation in the applicable time. In particular with reference to the personal data protection aspects, the user / customer is invited, pursuant to art. 33 of the GDPR to report to SIVE any circumstances or events from which a potential "breach of personal data (data breach)" may occur in order to allow an immediate evaluation and the adoption of any actions aimed at combating such event by sending a communication to privacy@gruppoloan.it or by contacting Customer Service. The measures adopted by SIVE do not exempt the Customer from paying the necessary attention to the use, where required, of a password / PIN of adequate complexity, which will have to be updated periodically, especially he was supposed to be violated / known by third parties, as well as carefully guard and make inaccessible to third parties, in order to avoid improper and unauthorized use.

Cookies

A cookie is a short string of text that is sent to your browser and possibly saved on your computer (alternatively on your smartphone/tablet or any other tool used to access the Internet); this submission generally occurs every time you visit a website. SIVE uses cookies for different purposes, in order to offer you a fast and secure digital experience, for example, allowing you to keep the connection to the protected area active while browsing through the pages of the site.

Cookies stored on your terminal can not be used to retrieve any data from your hard disk, transmit computer viruses or identify and use your e-mail address. Each cookie is unique in relation to the browser and device you use to access the Website or use the SIVE App. In general, the purpose of cookies is to improve the functioning of the website and the user's experience in using it, even if cookies can be used to send advertising messages (as specified below). For more information on what cookies are and how they work, you can consult the website "All about cookies" <http://www.allaboutcookies.org>.

For detailed information on Cookies, read the dedicated page (<http://www.gruppoloan.it/en/cookie/>)

Areas of communication and data transfer

For the pursuit of the aforementioned purposes, SIVE may communicate and have the personal data of the users / customers processed to third parties with whom we have relationships, where these third parties provide services at our request. We will provide these third parties with only the information necessary to perform the services required by taking all measures to protect your personal data. The data may be transferred outside the European Economic Area if this proves necessary for the management of your contractual relationship. In this case, the recipients of the data will be imposed security and security obligations equivalent to those guaranteed by the Data Controller. In the case of use of services offered directly by Partners we will provide only the data strictly necessary for their execution. In any case, only the data necessary for the achievement of the intended purposes will be communicated and, where required, the guarantees applicable to transfers of data to third countries will be applied. We may also disclose personal data to our suppliers of commercial services, for marketing reasons, for this purpose appointed external processors. In addition, personal data may be disclosed to the competent public bodies and authorities for compliance with regulatory requirements or for ascertaining responsibility in the case of computer crimes to the detriment of the site as well as communicated to, or allocated to, third parties (as responsible or, in the case of providers of electronic communication services, autonomous owners), who provide information and telematic services (for example hosting, management and development of websites) and for which SIVE uses of tasks and activities of a technical and organizational nature that are instrumental to the functioning of the website. The subjects belonging to the above categories operate as separate Data Controllers or as Processor appointed by SIVE for this purpose. Personal data may also be known by SIVE employees / consultants who are person acting under the authority of the Controller or of the Processor specifically instructed and appointed as "Incaricato del trattamento".

Rights of the data subject

You can exercise at any time the rights that are recognized by law, including that: a) to access your personal data, obtaining evidence of the purposes pursued by the Owner, the categories of data involved, the recipients to whom they may be communicated, the applicable retention period, the existence of automated decision-making processes; b) to obtain without delay the correction of inaccurate personal data concerning you; c) to obtain, in the cases provided for, the deletion of your data; d) to obtain the limitation of the treatment or to oppose it, whenever possible; e) to request the portability, where applicable to processing, of the data you have provided to SIVE, i.e. to receive them in a structured format, commonly used and readable by automatic device, also to transmit this data to another holder, within the limits and with the constraints foreseen by the art. 20 of the GDPR;

Furthermore, you may propose a complaint to the Supervisory Authority pursuant to art. 77 of the GDPR.

The Data Controller and the Personal Data Protection Officer

The data controller is SIVE S.p.A. based in Viale Pinturicchio n. 84 00196 Rome. The rights indicated above may be exercised at the request of the interested party in the manner disclosed by the Customer Service or on the Company's website or by using the following references: SIVE. -RIF. Privacy - Viale del Pinturicchio, 84 00197 Rome e-mail: privacy@gruppoloan.it . The use of the Website, including those intended for tablets and / or smartphones, by the Customer and / or the User implies full knowledge and acceptance of the content and any indications included in this version of information published by the Owner in the when the site is accessed. SIVE informs that this notice may be changed without prior announcement and therefore recommends a periodic reading.

SIVE and the other companies of the LO.AN Group use the booking platform HOTEASYRESERVATIONS is managed by the company EasyConsulting S.r.l. based in Via Nicolò III n. 4 00165 Rome (<http://www.easyconsulting.com>), which guarantees IT management activities (website hosting and IT security measures) and operation and maintenance.

This privacy statement was updated in June 2018.