

Hotel Guest Data

GuestTek Interactive Entertainment is the Processor of your personal data.



1. Data We Collect

In order for you to access the internet, we need to collect your data. Namely, leading name from the hotel reservation and that means an adult aged 16 or over, room number and MAC Address of your device.

2. How We Use Your Data

The Personal Data processed will be subject to the following basic processing activities. Authentication from the hotel reservation to access the Wi-Fi solution and Support Services to hotel guest and staff to resolve any HSIA or IPTV related incidents. We will also use your data for reporting statistics and trends.

3. Sharing Your Data

We share your data with a 3rd party, such as a Call Center, in order to provide Hotel Guest's with first line Customer Support Services. They will have access to your information as reasonably necessary to perform these tasks on our behalf and are obligated not to disclose or use it for other purposes.

4. Data Retention

We retain your data for 30 days locally in order to assist with any troubleshooting that we may need to carryout in the process of incident management.

5. Cross-Border Data Transfer

We store and use your data outside your country and GuestTek guarantees that we process your data with the same level of protection outside the EU. In the case of transferring personal data to the third countries for which the European Commission has issued a decision confirming the appropriate level of protection, we transfer personal data without additional safeguards. However, when personal data is transferred to countries not covered by such a decision, we protect the transfer of data to this country with appropriate safeguards, such as Standard Contractual Clauses (SCC).

6. Lawful Bases for Processing

We have lawful bases to collect, use and share data about you. We will only collect the personal data about you where we have lawful bases. Lawful bases include consent. Your consent is required otherwise you will not be able to connect to the Internet.

At any time if you wish to withdraw your consent then please email GDPRinfo@guest-tek.com

7. Rights of the Data Subject

For personal data that we have about you:

- **Delete Data:** You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide Services to you).
- **Change or Correct Data:** You can ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.
- **Object to, or Limit or Restrict, Use of Data:** You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).
- **Right to Access and/or Take Your Data:** You can email us for a copy of your personal data and can ask for a copy of personal data that you provided in an electronic format. The contact email address is GDPRinfo@guest-tek.com

8. Security

In order to protect information, we are ISO 27001 certified.

9. Complaints

If at any time that you would like to make a complaint about the way that we process your data, please email us at GDPRinfo@guest-tek.com, or contact your local Supervisory Authority directly.

We have also updated our Privacy and Data Protection Policy which you can find [here](#) on our website