Law 25 and the protection of personal information

With the requirements of Law 25 and its new requirements regarding the protection of personal information, we want to answer the question of responsibilities regarding the obligation to destroy data when the purpose of their collection is accomplished or the data anonymization for their use and for legitimate and serious purposes.

HOTELLO acts as a data processor, it operates for its customers a platform that operates software designed for the management of the administration and operations of the property, including the management of reservations, orders and clients. Our platform is used by different service providers, based on their contract with **HOTELLO**. In these situations, the personal data is collected by the hoteliers, and **HOTELLO**, as the data processor, processes them in accordance with the instructions of the hotelier, who is the data controller in this case. The processing of personal data is governed by the Privacy Policy of the concerned hotel.
To do so, you are the owner of the data and **HOTELLO** is a subcontractor for the processing of personal information in the context of the provision of the services. Each party is responsible for complying with its respective obligations under applicable Data protection law.

HOTELLO will process personal information during the term of the Services agreement solely for the purpose of providing services in accordance with the Services agreement. In particular and depending on the services, **HOTELLO** may process personal information for hosting and storage, backup and disaster recovery, service change management, problem solving, the implementation of new versions, corrections, updates and upgrades of the product or system, system usage and performance monitoring and testing, for IT security purposes, including incident management, maintenance and performance of helpdesk systems and IT infrastructure, and finally migration, implementation, configuration and performance testing. You remain responsible for compliance with your specific regulatory, legal or industry data security obligations.

You can provide written instructions to **HOTELLO** by contacting us by email at **service@hotello.com** regarding the processing of personal information in accordance with Applicable data protection law. **HOTELLO** will follow your instructions within a reasonable time to help you comply with the destruction obligations of data protection law applicable to your property. **HOTELLO** is not responsible for providing you with legal advice.

To the extent **HOTELLO** expects to incur any additional fees or charges not covered by the Services fee payable under the Services agreement, such as additional license or third-party contractor fees, **HOTELLO** will notify you upon receipt of your instructions. Without prejudice to **HOTELLO's** obligations to comply with your instructions, we will then negotiate in good faith regarding these costs.

If you receive a requisition from an individual regarding personal information processed by **HOTELLO**, including individual requests to access, delete or erase, restrict, rectify, receive and transmit, block access you can securely access your services environment that contains personal information to fulfill the request. **HOTELLO** makes available on its website a guide for hoteliers who, at the request of a customer, must delete their personal information or produce a copy of the information held on the customer, **Compliance – Hotello**

If **HOTELLO** receives requests or inquiries directly from individuals associated with your responsibilities as hoteliers, **HOTELLO** will promptly forward these requests to you without responding to the person. Otherwise, **HOTELLO** will advise the person to directly contact you.

For any additional questions, we invite you to contact our customer service department at the following email address: **service@hotello.com**

Thank you for your understanding and have a nice day.