

Privacy and Personal Data Protection Policy

The privacy of our customers is one of the main pillars of the policy of the company H. F. Martins - Hotelaria LDA..

According to the obligations inherent to the General Data Protection Regulation (GDPR), H. F. Martins - Hotelaria LDA. undertakes, in this Privacy Policy, to inform you about the purposes and the way your personal data are treated (p.e collection, storage, processing, transmission and disposal), ensuring that your data is collected and stored, having as reference the best practices in the field of security and protection of personal data.

In a commitment to guarantee the security of the personal data of its Clients and Employees, H. F. Martins - Hotelaria LDA. has implemented technical and organizational security measures considered necessary for processing activities.

The collected data is not transferred to others without your prior consent. Personal data may also be shared with other entities according to: a) applicable legislation, b) compliance with legal obligations, c) or in response to requests from public and government authorities.

H. F. Martins - Hotelaria LDA. undertakes to use your personal data only for the purposes communicated to you, and always in a safe and responsible way.

In this Privacy Policy, "Personal Data" means the set of information that relates to you and that allows us to identify you, directly or indirectly. Your personal data may include, for example, your name, your contacts, your transactions and your interactions with us.

H. F. Martins - Hotelaria LDA. can collect the following categories of personal data:

- a. The User identification data - name, age, email, address, tax identification number, date of birth, contact, among others.
- b. Information about your children: name, date of birth, age, among others.

The Clients must be sure that children under 18 years old don't send personal data without their authorization.



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- c. Credit card informations - cardholder's name, card number, its validity and security code.
- d. Services provided - name, address, telephone, email, date of birth, service identification
- e. Interests and preferences: for exemple, preferred location of the room, smoking or non smoking room, preferred typolgy of room and bed, intended newspaper, among others.
- f. Possible feedbacks during or after your stay in Hotel Rural Quinta do Marco.

We do not request sensitive information such as: religious or philosophical beliefs, political opinions, information on health, race or ethnicity, sexual orientation or union membership.

We use your personal data with the following purpose:

- a. Management of Clients – so that we can provide you with the service for which you have hired us and to improve the services provided at our hotel, in order to understand customers needs and exceed their expectations.
- b. Billing Management – for issuing invoices for the acquisition of goods and services.
- c. After-sales guarantees and support - to allow you to access after-sales and warranty services.
- d. Marketing and Communication - for market studies, participation in advertising programs (to receive offers / promotions; collaboration in Client inquiries and / or feedbacks, contests);

Under current legislation, access, rectification, alteration, opposition to treatment, portability and deletion of your personal data are guaranteed, through contact with the company's Human Resources.

H. F. Martins - Hotelaria LDA. can ask you a copy of a valid identification document to protect the Clients privacy and confirm your identity before making any changes.

Customers may request the portability of their personal data contained in the group's automated systems or files, provided that they provide support to which they can be transferred from the support on which they are found.



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Clients consent to having copies of their identification, passport, residence permit, certificate of registration of community citizen, for better compliance with declarative and contractual obligations

The period for storing personal data complies with the provisions of the Law. Personal data, for the purposes of managing customer records, are kept for the duration of the stay and also for the time that the company is legally obliged to maintain such data, plus a period of one month to delete it.

To know the deadlines for retaining your data, consult the document on the right to information entitled "Information on the Treatment of your Personal Data".

The client is also entitled to submit a complaint to CNPD or another competent supervisory authority under the terms of the law, if it considers that the processing of its data by H. F. Martins - Hotelaria LDA. violates the legal regime in force at all times. The removal of consent does not invalidate the treatment given up to that date based on the consent previously provided.