Your personal data

Visitors to the website and guests of Hotel Intervallo.
Articles 13 and, where applicable, 14 of Regulation (EU) 2016/679 (GDPR).

01 / Controller and contact details

AMA.RA.NTO S.R.L. - VAT no. 04590430759
Registered address: Via Zanella 24, 73010 Porto Cesareo (LE), Italy.
Hotel: Hotel Intervallo, Via Giacomo Zanella 20, Torre Lapillo,
73010 Porto Cesareo (LE), Italy.
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Certified email (PEC): ama.ra.nto@pec.it
Telephone: +39 0833 856138
Website: www.intervallohotel.it

02 / Scope and personal data

This notice covers website browsing, contacts, availability enquiries, bookings and services during your stay. Data come from you or, when someone books on behalf of other guests, from the booking contact or the intermediary used.

Enquiries: full name, email, telephone number, message and, if provided, dates of stay and number of guests. **Stays:** identification details, identity document details required by law, booking, billing and payment information. **Browsing:** IP address, date and time, resources requested and technical browser and device information.

Required and optional information

The form identifies the fields required to handle an enquiry. Dates and the number of guests are optional; arrival and departure dates must be supplied together. Without information needed for a contract or required by law, the corresponding service cannot be provided. General consent is not required to answer an enquiry or manage a booking. The website has no personal account area or online payment facility.

Do not enter identity documents, payment card details or health information in the enquiry form. Contact the hotel directly about particular needs during your stay, sharing only the information necessary.

Purposes and retention periods

Data are used for specified purposes. They are deleted or anonymised when the applicable period ends, unless legal obligations or specific needs to protect legal rights require retention.

03 / Enquiries and bookings

Purpose: answer enquiries, prepare quotations, manage bookings and provide requested services. **Legal basis:** pre-contractual steps and performance of a contract, Article 6(1)(b) GDPR. **Retention:** until the enquiry and associated correspondence are concluded; if a booking follows, for performance of the relationship and subsequent obligations. Only records needed for accounting duties or disputes follow the specific periods below.

Identification and public security

Purpose: identify guests and report their details through Alloggiati Web under Article 109 of the Italian Public Security Act (TULPS) and the Ministerial Decree of 7 January 2013, amended on 16 September 2021. **Basis:** legal obligation, Article 6(1)(c) GDPR. **Retention:** data and any copies collected solely for this report are deleted once the receipt is issued; receipts are kept for five years. Retention of other data requires a separate purpose and legal basis.

Administrative, accounting and tax obligations

Purpose: invoicing, bookkeeping, tourist tax and mandatory reporting, where applicable. **Basis:** legal obligation, Article 6(1)(c) GDPR. **Retention:** ten years from the last entry for accounting records and documents under Article 2220 of the Italian Civil Code; other obligations follow the period required by the relevant law. Audits and any longer statutory periods remain applicable.

Operation, security and legal rights

Purpose: make the website available, prevent abuse, resolve security incidents and establish, exercise or defend legal claims. **Basis:** the controller's legitimate interests in security and protection of its rights, Article 6(1)(f) GDPR, balanced against your rights. **Retention:** technical data are retained for the time needed for operational and security checks; incident-related data until that incident is resolved. Records needed for a dispute are retained for the relevant legal protection, within the applicable limitation periods.

Optional choices and your stay

Refusing or withdrawing optional consent does not prevent a booking or access to essential services. Each consent is separate, specific and can be withdrawn.

04 / Optional services and communications

Messages and telephone calls for guests: staff may receive and forward them with the guest's consent, until departure or earlier withdrawal. Legal basis: Article 6(1)(a) GDPR.

Registration for future stays: with separate consent, the identification and contact details needed to simplify future check-ins may be kept for up to five years after the stay, unless consent is withdrawn earlier. Identity document copies are excluded. Legal basis: Article 6(1)(a) GDPR.

Hotel offers: promotional communications require separate consent for the purpose and channels specified when it is collected; retention is limited to five years from consent, unless it is withdrawn or you object earlier. Bases: Article 6(1)(a) GDPR and Article 130 of Italian Legislative Decree 196/2003. Submitting the form does not subscribe you to a marketing list. Data are not disclosed for other parties' marketing.

Health and accessibility needs

Where meeting a need involves processing health information, such as allergies or assistance requirements, explicit consent is requested under Article 9(2)(a) GDPR, unless another statutory exception applies. Information is limited to what the service requires and retained until the need is met, subject to specific legal obligations or the protection of legal rights.

Areas with video surveillance

In areas identified by signs, images are processed to protect people and property on the basis of legitimate interests, Article 6(1)(f) GDPR. Recordings are normally deleted within 24 hours. Extensions up to seven days require a specific, documented and proportionate need; closures or public holidays do not automatically extend retention. Specific requests from authorities may require longer retention. Access is restricted to authorised persons, images are not made public and information is provided before entering monitored areas.

Website, cookies and external content

Video and map previews are hosted locally. Merely browsing the website does not activate embedded Google services.

05 / Browsing and technical tools

The website does not integrate its own behavioural analytics, advertising or profiling tools. Fonts and images are hosted locally. Its own functions do not set profiling cookies or persistent profiling storage. Tools strictly necessary for transmission or a requested service are exempt from consent within the limits of Article 122 of Italian Legislative Decree 196/2003 and the Italian authority's cookie guidelines of 10 June 2021.

YouTube and Google Maps: a choice for each item

Before each item loads, a notice lets you choose whether to allow Google or keep the preview. With consent, Google Ireland Limited receives your IP address and browser/device information and may use cookies or identifiers for operation, measurement and personalisation, including advertising, according to its settings. Activity may be linked to a signed-in Google account. Legal basis for optional activation: Article 6(1)(a) GDPR and Article 122 of Italian Legislative Decree 196/2003.

Your choice applies to that item on the current page and is not saved in website cookies or persistent storage. "Disable external content" removes the item and stops new requests from that frame; loading it again requires another choice. Withdrawal does not undo previous processing or remove existing Google cookies: manage these through your browser and Google settings. Third-party cookie types and lifetimes depend on the service and provider settings.

Provider information: Google privacy policy and cookies and their lifetimes. You can access hotel information and contact the hotel without activating videos or maps.

WhatsApp, social networks and other links

Links to WhatsApp, Facebook, Instagram and partner websites open external services only when requested. To answer on WhatsApp, the hotel processes your number, visible profile and messages as part of the enquiry. Platforms also act as independent controllers: WhatsApp privacy policy; Meta privacy policy. Email and telephone remain available alternatives. Do not send identity document copies or health information through unnecessary messaging.

Recipients and your rights

Contact the controller for information or to exercise your rights using the details below and on the first page.

06 / Recipients and international transfers

Data are processed by authorised staff bound by confidentiality, electronically and, where needed, on paper, with security measures proportionate to the risk. Recipients may include hosting, email and IT support providers, advisers, requested service providers, payment operators and competent authorities, including police and tax authorities, where necessary. Parties acting on the controller's behalf are appointed as processors under Article 28 GDPR; others act as independent controllers. Data are not made public.

Using platforms or providers with infrastructure outside the European Economic Area may involve transfers to the United States or other countries listed in providers' notices. Transfers made by the controller require an applicable adequacy decision or safeguards under Chapter V GDPR, such as standard contractual clauses and supplementary measures where needed. You may request details of actual recipients, countries involved and a copy of safeguards from the controller. Also consult the respective notices for independent processing by Google and other platforms.

07 / Access, correction, erasure and objection

Where Articles 15-22 GDPR apply, you may request access and a copy, correction, erasure and restriction of processing. Portability applies to data you provide that are processed by automated means based on consent or a contract. You may object to legitimate-interest processing on grounds relating to your situation, and to direct marketing at any time. You can withdraw consent without affecting prior lawful processing. Legal obligations or legal claims may limit erasure.

How to exercise your rights

Write to info@intervallohotel.it or ama.ra.nto@pec.it. Requests are normally free. A response is provided without undue delay, within one month; complex requests may require two additional months, with reasons given within the first month. Proportionate verification of identity may be requested.

You may complain to the Italian Data Protection Authority (instructions and procedures) or the supervisory authority for your habitual residence, workplace or the alleged infringement, and seek a judicial remedy. The controller does not make solely automated decisions with legal or similarly significant effects.

References

Regulation (EU) 2016/679 · Cookie guidelines, 10 June 2021
Italian authority: guest identity documents, 2026 clarification.