Privacy Policy

Chateau Grand Castle — information for data subjects pursuant to Art. 13 and 14 GDPR

Effective from 1 July 2026

1. Controller

AVANS s.r.o., with its registered office at Holubyho 1, 811 03 Bratislava, Company ID (IČO): 31 318 967, Tax ID (DIČ): 2020298698, VAT ID: SK2020298698, registered in the Commercial Register of the Municipal Court Bratislava III, Section Sro, Insert No. 2371/B, acting through its executive director Ing. Dagmar Machová; the company may also be represented by Ing. Martin Mach (hereinafter the “controller” or the “hotel”).

Premises: Chateau Grand Castle, Magdalény Zai 1, 033 01 Liptovský Hrádok.

Contact: tel. +421 915 812 900, e-mail: reservations@grandcastle.sk, web: www.grandcastle.sk.

Bank details: TATRSKBX, IBAN: SK56 1100 0000 0029 2884 46561.

The controller provides this notice pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and Act No. 18/2018 Coll. on the Protection of Personal Data. Contact for data protection matters: reservations@grandcastle.sk.

2. Purposes of processing, legal bases, and retention periods

a) Reservation and provision of accommodation and related services

- Data subjects: clients, guests. Data: first name, surname, contact details, details of the stay and ordered services, payment details.
- Legal basis: Art. 6(1)(b) GDPR – performance of a contract. Retention: for the duration of the contract and thereafter for the limitation and archiving periods.

b) Register of accommodated guests and reporting of foreign nationals’ stay

- Data: first name, surname, date and place of birth, nationality, ID/passport number, address, length of stay, purpose of travel.
- Legal basis: Art. 6(1)(c) GDPR – legal obligation (in particular Act No. 404/2011 Coll. on the Residence of Foreigners, Act No. 253/1998 Coll., and Act No. 582/2004 Coll. on Local Taxes). Retention: 10 years.

c) Accounting and tax documents

- Legal basis: legal obligation (Act No. 431/2002 Coll. on Accounting, Act No. 222/2004 Coll. on VAT). Retention: 10 years.

d) Card payment processing (payment gateway)

- Data: transaction identifier and data necessary to process the payment. The hotel does not store the full payment card number.
- Legal basis: Art. 6(1)(b) GDPR – performance of a contract. Processed via the GP WebPay (OnePos) payment gateway provider and the settlement bank.

e) Handling of complaints

- Data: first name, surname, contact details, nature of the complaint. Legal basis: Art. 6(1)(c) GDPR (Act No. 108/2024 Coll.). Retention: 10 years.

f) Gift vouchers

- Data: first name, surname, contact and billing details. Legal basis: Art. 6(1)(b) GDPR – performance of a contract.

g) Inquiries and contact form

- Data: name, contact details, content of the message. Legal basis: Art. 6(1)(b) GDPR (pre-contractual measures) or (f) – legitimate interest in responding. Retention: no more than 6 months, unless a contractual relationship arises.

h) Marketing and newsletter

- Data: e-mail, and possibly name. Legal basis: Art. 6(1)(a) GDPR – consent (or legitimate interest for the controller’s own similar services offered to existing clients). Retention: until consent is withdrawn, no more than 13 months from the last interaction.

i) CCTV system

– Data: video recordings of persons in monitored areas. Legal basis: Art. 6(1)(f) GDPR – legitimate interest (protection of property, health, and safety). Retention: 7 days.

j) Photographs and promotion

– Data: photographs from events and premises. Legal basis: Art. 6(1)(a) GDPR – consent (or legitimate interest for general shots). Retention: for the duration of the consent.

3. Recipients and processors

Personal data may be provided to the following categories of recipients:

– the hotel management system (PMS) provider: HORECA GROUP, s. r. o. (Ellipse);

– the GP WebPay payment gateway provider (OnePos, Podzáhradná 10084/30, 821 06 Bratislava) and the settlement bank;

– booking portals through which the client made the reservation (e.g. Booking.com);

– public authorities (Foreign Police, tax authority, courts, law-enforcement bodies) to the extent of statutory obligations.

A data processing agreement pursuant to Art. 28 GDPR is concluded with every processor.

4. Transfer to third countries and automated decision-making

The controller does not carry out automated decision-making, including profiling. Transfers to third countries generally do not take place; if any of the tools used (e.g. analytics, e-mail services) processes data outside the EU/EEA, this is done on the basis of appropriate safeguards pursuant to Art. 46 GDPR.

5. Rights of the data subject

The data subject has the right: to access the data, to rectification, to erasure, to restriction of processing, to object to processing, to data portability, and the right to lodge a complaint with the supervisory authority. Where processing is based on consent, the data subject has the right to withdraw consent at any time; withdrawal does not affect the lawfulness of processing carried out before the withdrawal.

Rights may be exercised in writing at the controller’s address or by e-mail to reservations@grandcastle.sk.

6. Supervisory authority

Office for Personal Data Protection of the Slovak Republic, Hraničná 12, 820 07 Bratislava 27, tel. +421 2 3231 3214, e-mail: statny.dozor@pdp.gov.sk, web: https://dataprotection.gov.sk.

7. Cookies

The website www.grandcastle.sk uses cookies. Necessary cookies ensure the basic functionality of the site and do not require consent. Analytical and marketing cookies are used only on the basis of consent given via the cookie banner.

The cookie banner allows consent to be accepted, rejected, or set by category; consent given may be withdrawn at any time as easily as it was given. Cookie processing takes place in accordance with Act No. 452/2021 Coll. on Electronic Communications (Section 109).

8. Amendments and final provisions

The controller has adopted appropriate technical and organizational measures to protect personal data. In the event of a personal data breach posing a high risk to the rights and freedoms of data subjects, the controller will notify this fact without undue delay. This policy may be updated; the current version is always published at www.grandcastle.sk.

In Liptovský Hrádok, on 1 July 2026

AVANS s.r.o., Ing. Martin Mach, Executive Director