

Privacy Policy

Limited Liability Company "AccoClix IT Solutions"

Registration Number: 40203457934

Legal Address: Ceriņu iela 36 – 16, Jūrmala, LV-2015

Phone: +37126924533

Email: info@accoclix.com

1. Introduction

This privacy policy describes how **Limited Liability Company "AccoClix IT Solutions"** (hereinafter referred to as the **Controller**) processes personal data that you provide when using our online check-in and payment services for hotels. We are committed to protecting your privacy and ensuring the security of your personal data in accordance with the European Parliament and Council Regulation (EU) 2016/679 (the General Data Protection Regulation or **GDPR**) and other applicable laws.

2. The Controller and its Contact Information

Controller: SIA "AccoClix IT Solutions"

Registration Number: 40203457934

Address: Ceriņu iela 36 – 16, Jūrmala, LV-2015

Email: info@accoclix.com

Phone: +37126924533

3. Purposes and Legal Basis for Processing Personal Data

We process your personal data to provide online check-in and payment services, based on the following purposes and legal bases:

- **Service Provision and Contract Performance:** Your data is processed to fulfill the contract for providing hotel services. A portion of this data is pre-populated from the hotel's PMS system via an API call.
- **Payment Processing:** To process your payments for hotel services. We use a third-party payment processor, **Stripe**. The payment link is sent from our domain.
- **Compliance with Legal Obligations:** To fulfill legal requirements, such as client identification.
- **Our Legitimate Interests:** Data processing to ensure service efficiency, improve our systems, and protect our legal interests, for example, in debt recovery.

4. Categories of Personal Data Processed

We process the following categories of personal data:

- **Personal Identification Data:** Name, surname, personal identification code or date of birth, citizenship.
- **Contact Information:** Email address, phone number.
- **Reservation Information:** Reservation number, check-in/check-out dates, number of guests.

- **Payment Information:** Payment card details (processed by Stripe, not by us) and payment status.
- **Technical Data:** IP address, device information.

5. Recipients of Personal Data

We may transfer your personal data to the following individuals or organizations:

- **The Hotel where you made the reservation:** Your data is transferred to the hotel to enable them to provide the service to you.
- **Third-Party Service Providers:** Such as payment processors (**Stripe**) and other partners.
- **Governmental Authorities:** Upon a lawful request.

6. Data Transfer Outside the EU/EEA

We strive to process your data within the territory of the European Union and the European Economic Area (EU/EEA). However, when using international service providers like **Stripe**, some data may be processed outside the EU/EEA. In such cases, we ensure appropriate safeguards.

7. Data Storage Period

We store your personal data for as long as necessary to provide the service, comply with legal requirements (e.g., accounting documentation), or protect our legitimate interests.

8. Your Rights

You have the right to:

- Request access to your data.
- Ask for data rectification or erasure.
- Object to data processing.
- Request the restriction of data processing.
- Receive your data in a structured and machine-readable format (right to data portability).
- Withdraw your consent at any time.
- Lodge a complaint with the Data State Inspectorate (DVI).