

PRIVACY POLICY

SYMMETRIA HOTELS

Last updated: 02/06/2026

The protection of your personal information is a priority for us. This reflects our philosophy of maintaining satisfied guests and building strong, trustworthy relationships. We understand the importance of your personal data and make every effort to store and process with care the information you share with us.

We value your trust. We have therefore drafted this Policy to inform you about how we process (e.g. collect, use, disclose) your personal data and about your rights under Regulation (EU) 2016/679 (“General Data Protection Regulation” or “GDPR”) and applicable Greek law.

We enhance the protection of your personal data through technical security measures, internal management procedures and physical safeguards, which we continuously develop.

Data Controller

The data controller responsible for the processing of your personal data is the private company **SYMMETRIA EAST PRIVATE COMPANY**, with its registered seat at Danaïdon 16, 15232, Chalandri, Attica, Greece, with Tax Identification Number (VAT) 800974841, Tax Office KE.F.O.D.E. of Attica, with General Commercial Registry (G.E.MI.) No. 146103901000, which operates the hotel SYMMETRIA HOTELS (hereinafter “we”, “us”, “the Company” or “the Hotel”).

Useful Definitions

To help you understand this document, the following terms are used with the meanings described below:

Personal Data: any information relating to an identified or identifiable natural person (e.g. full name, ID number, tax number, address, phone numbers, age, gender, family status, occupation, interests). A subset of personal data are “special categories of data” (“sensitive data”), which enjoy stricter protection (e.g. health, political views, religious or philosophical beliefs). The natural person to whom the data refers is the “data subject”.

Processing: any operation performed on personal data, such as collection, storage, transmission to third parties, or deletion.

Legal basis for processing: the conditions set by the GDPR, such as: (a) for “simple” data – consent, performance of a contract, legal obligation, protection of vital interests, or legitimate interest (Article 6 GDPR); (b) for special categories – explicit consent, establishment/exercise/defence of legal claims, or substantial public interest based on EU or Greek law (Article 9 GDPR).

Categories of Personal Data We Process

We collect the personal data you provide either directly or through third parties to whom you turn for room reservations (e.g. travel agencies, online booking platforms etc), as well as during your stay at our hotel. Specifically, we process the following categories of personal data:

Data required by applicable legislation: identification details (full name, father’s name, date and place of birth, nationality, ID card or passport number and issuing authority, as well as information about minor children staying with you); contact details (address, phone numbers, email); room number, check-in and check-out dates and, where relevant, airline/flight details.

Billing and tax data: Tax Identification Number (A.F.M.), competent Tax Office and payment-related data (e.g. credit or debit card details).

Data related to the use of our services: e.g. room telephone usage, mini-bar consumption, restaurant or bar charges, room service.

Preferences and interests: e.g. preferred room or bed type, sports or cultural interests.

CCTV data: images collected via closed-circuit television in areas intended to monitor entry and exit (e.g. main entrance, reception, lift/stairwell access points) and in cash-handling areas, for the protection of the life and property of our guests, our employees and our business.

Sensitive data (only where you provide them): e.g. health-related information necessary for specific services (such as spa treatments) or to address dietary requirements, allergies and accessibility needs.

Purposes and Legal Basis for Processing

Provision of the hotel services you request (booking, confirmation, accommodation, in-stay services, processing of payments). Legal basis: compliance with applicable legislation and performance of the accommodation contract between us.

Calculation of service usage and issuance of tax documents. Legal basis: performance of our contract and compliance with tax legislation, which requires collection of your data and A.F.M. for issuing lawful receipts, retaining them for a specific period and transmitting them to the Independent Authority for Public Revenue (AADE).

Security of individuals and property, handling of potential claims and disclosure of data for judicial use. Legal basis: our legitimate interest in protecting persons and property on our premises and in defending legal claims until final resolution; and the legitimate interest of third parties in using specific data to defend their rights before judicial authorities, where we deem such disclosure necessary and appropriate.

Communication during your stay to provide useful information that makes your stay comfortable (e.g. room access management, hotel activities and programmes), sent via email or SMS. Legal basis: our legitimate interest in informing you and our obligation to provide hotel services.

Marketing communications and participation in loyalty programmes. Legal basis: your consent, which you may withdraw at any time.

Provision of specific services (e.g. spa treatments) that may require sensitive health data. Legal basis: your explicit consent, which you may withdraw at any time.

Exceptional cases (e.g. accidents): collection and possible further processing of your data (e.g. sharing with a doctor or hospital) to protect your vital interests, either with your consent or, where you are unable to give it, without it.

Retention Period

Data we are legally required to collect is retained for as long as the relevant provisions stipulate. In particular, data mandated by legislation is kept for ten (10) years, while billing data is stored for the period required by tax legislation, to enable compliance with audits by the competent authorities.

Personal data necessary for the conclusion or performance of our contract is retained for the entire duration of the contract and for five (5) years after its termination. In the event of legal claims, this data is retained until a final, non-appealable court decision is issued or, in the case of a settlement, for twenty (20) years from fulfilment of its terms, provided an obligation remains outstanding.

Additional information not required by law or contract (e.g. your preferences) is generally retained for two (2) years from your last stay and is then anonymised, unless we have an overriding legitimate interest (such as compliance with requests from public authorities or the handling of potential legal claims).

CCTV image data is automatically deleted after fifteen (15) days, unless it records an unlawful act, in which case it may be retained for up to three (3) months, in accordance with the provisions of the Hellenic Data Protection Authority.

Recipients of Personal Data

Protecting the confidentiality of your personal data is a fundamental principle for us. Your data is used only by authorised personnel, strictly within the scope of their duties (e.g. front-office staff, reservations, IT, commercial departments). By way of exception we may disclose your data to third parties only where necessary for a specific lawful purpose such as:

- **Independent data controllers** responsible for their own lawful processing (e.g. insurance companies, lawyers, certified accountants, healthcare providers such as hospitals, diagnostic centres and health professionals). We may disclose data to such parties in the event of a serious accident to safeguard your vital interests.
- **External service providers** cooperating with us under confidentiality obligations, to whom we transfer only the data necessary for the task assigned (e.g. IT providers, accountants, booking platforms).
- **Competent authorities**, where required to comply with legal obligations or protect lawful rights (e.g. courts, prosecutors, police, the relevant ministries, regional authorities, tax offices and the Independent Authority for Public Revenue, AADE).

Transfer of Personal Data to Third Countries

To enable the conclusion and execution of hotel service contracts, we may transfer personal data to companies (such as travel agents or technology providers) based in countries outside the European Economic Area (EEA). In such cases we ensure a level of protection equivalent to that of the EU, as the transfer takes place only where at least one of the following safeguards is in place:

- the third country is covered by an adequacy decision of the European Commission;
- Standard Contractual Clauses (SCCs) issued by the European Commission are in place; or
- one of the specific conditions/derogations provided for in applicable data protection legislation is met.

Your Rights

You may exercise the following rights at any time, under the conditions set out in Greek and EU legislation, by contacting us by email at info@symmetriaeast.gr.

1. **Right of access** – to be informed whether your data (and/or your child's) is processed, to receive copies and to obtain further information about the processing.
2. **Right to rectification** – to request correction or completion of inaccurate or incomplete data.
3. **Right to erasure (“right to be forgotten”)** – to request deletion of data no longer necessary for the purposes collected, or where deletion is required by law.
4. **Right to restriction of processing** – to request that we restrict processing, e.g. while an erasure or rectification request is pending.
5. **Right to data portability** – to receive your data in a readable electronic format and/or have it transmitted to a third party of your choice, where processing is based on a contract, law or consent.
6. **Right to object** – to object, on specific grounds, to processing (e.g. to receiving communications by post, email or SMS, in which case we will stop). Where the transfer of data is essential for the establishment, exercise or defence of legal claims, our legitimate interests may prevail and the objection may not be honoured.
7. **Right to withdraw consent** – to withdraw, at any time, consent you have given for specific processing.

If you believe that your rights are being infringed, you have the right to lodge a complaint with the Hellenic Data Protection Authority.

Cookies

Our website uses cookies and similar technologies to ensure proper functioning, analyse usage and offer personalised content. Non-essential cookies are placed only with your consent. For details, please refer to our separate Cookies Policy.

Revisions

Before any material change to the processing of personal data, we will update this Notice and publish it so that you remain informed and can exercise your rights. We therefore ask you to review this Notice before making a reservation, at www.symmetriahotels.gr, or to request a printed copy at our reception.