

PRIVACY POLICY AFC

What is personal information

Antiga Fábrica de Chá (AFC) treats with great respect and seriousness the safeguarding of its Clients privacy. The collection of the Client's personal information aims to meet his needs and assist the AFC in enabling reservations requests. Personal information is deemed to be any information collected about the Client as an individual, such as name, address, age, gender, image, e-mail, telephone number, credit card information, preferences and specific requests stated before, during or after the stay, including digital correspondence exchange. This data will be collected only with the Client's prior consent and processed in compliance with the European Union legislation on the General Data Protection Regulation.

Why is collected

To present the Client a superior customer service - Personal information is collected to assist AFC in making a reservation for a Client and in providing the services requested by him. By keeping this data, AFC improves the service delivered to the Client every time there is a repetition of stay. Holding certain stay related personal information on file, such as information regarding guest history and itemized spending, allows the Client and the AFC to confirm prior transactions and reconcile statements or invoices. And also to keep the Client informed - The provided personal information may be used to send newsletters with novelties to the Client and also to inform him of promotions, offers or other information that may be of his interest. If the Client wishes not to receive information from AFC, that request can be made through an e-mail to falesiaddonorte@gmail.com

How is collected

On the AFC's website - While browsing the website, the Client provides information, such as the topics that most engage him, that does not reveal his personal identity. If the Client wishes to put in an "Enquiry" about a specific subject, such as surf lessons, he may be asked for personal information, such as name, e-mail address, and phone number. This data will only be used for the specified purpose. By transmitting his personal information, the Client acknowledges and agrees to the terms and conditions contained in this Privacy Policy. If the Client wishes, he may submit his e-mail address to AFC in order to be placed on a subscription list or to receive other pieces of information. These lists are only used for internal purposes - AFC does not sell or rent the mentioned subscription lists to anyone - and the decision of whether or not to join such lists is entirely up to the Client.

When making a reservation

At the time of making a reservation on the AFC website, it will be required to the Client to complete a reservation profile, which will contain his personal information, such as name, address, contacts, information about his children (for example, name, date of birth, age). By transmitting his personal information, the Client acknowledges and agrees to the terms and conditions contained in this Privacy Policy. The Client may also make a reservation by contacting AFC directly. Personal information might be requested at this moment, such as name, address, contacts, a method of payment and preferences about rooms or special requests.

During the stay

Certain information might be collected as required by local laws (e.g. passport number). Information particular to the Client's stay may also be stored (i.e. health issues, special requests, service issues). This data is kept in the AFC's property management system and is combined with information from previous visits. In addition, the content of any document that the Client sends to AFC before, during or following his stay (including letters, comment cards, electronic documents such as e-mails and other similar forms of communication) may be retained. This information may be shared with employees of the Hotel.

How do we store it

AFC stores personal information in a secure location, be it a database or filing cabinet. Furthermore, measures are taken to ensure that only designated individuals have access to this information. Other transaction information is kept, such as the number of stays and the number of nights of each stay.

What may be provided to third parties

Agents, contractors or third party service providers of AFC may receive the Client's personal information in the course of providing services to AFC itself, so AFC can respond more adequately to the Client's needs. Using contractual or other arrangements, AFC ensures these parties protect any personal information in a manner consistent with the principles articulated in this Privacy Policy. Client's personal information will only be shared without his consent, outside AFC where: (a) it is required or authorized by law (for example, in response to a legal subpoena); (b) it is required to provide the Client with services requested by him, in which case it will be considered to have implied consent (e.g. car rental); (c) if the stay has been paid for by a third party (billing information will be provided to the paying party). If AFC suspects any unlawful activity is taking place, it may investigate and/or report its findings or suspicions to the police or other relevant law enforcement agency.

Retention time

Personal information will be stored for the minimum period of time required by law in the jurisdiction of AFC (5 years). It may be stored indefinitely by AFC as long as there is a business purpose for doing so. Periodically, and if the Client has not stayed in AFC for a certain period of time, personal information may be deleted.

Access, change and delete personal information

The Client may access, correct, add, update or delete his personal data by contacting AFC using the e-mail: falesiaddonorte@gmail.com. AFC may request a copy of a valid identification document to protect the Client's privacy and confirm identity before making any changes.

Enquiries.

If the Client wishes to contact AFC with any enquiry related to this Privacy Policy, an e-mail should be addressed to falesiaddonorte@gmail.com.