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Privacy policy

Tourist Board of the City of Korčula

Effective date: 24.5.2018

Introduction

Welcome to privacy policy Tourist Board of the City of Korčula, The Coast of Dr. Franjo Tuđman 4, 20260, Korčula respects the privacy of any person whose personal information is collected.

Tourist Board of the City of Korčula respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

Scope of application

This Policy applies to any processing of personal data by Tourist Board of the City of Korčula unless other Tourist Board of the City of Korčula policy prescribes otherwise. Exceptionally, with regard to the processing of data of guests and users of Tourist Board of the City of Korčula services, this Policy prevails over all other policies when such other policies prescribe rights and obligations regarding the processing of data in a different manner.

Data controller and legal framework

Tourist Board of the City of Korčula, as the Controller of your data, respects your privacy and undertakes to protect your personal data. The collection and storage of data is carried out in accordance with the provisions of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation), the Act on Implementation of the General Data Protection Regulation (Official Gazette, No. 42/2018), Act on Tourist Boards and Promotion of Croatian Tourism, the Information System of Tourist Boards of the Republic of Croatia – eVisitor (Law on sojourn tax, National Gazette 152/08) and other regulations governing this area that are applicable in Republic of Croatia.

Data protection officer

Tourist Board of the City of Korčula has appointed a personal data protection officer, who can be contacted, at any time, at the e-mail address dpo@visitkorcula.eu or telephone: ++385 (0)20 715 701 or postal address: Turistička zajednica Grada Korčule, Obala dr. Franje Tuđmana 4, 20260, Korčula.



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Implementation of data-protection principles

Tourist Board of the City of Korčula within the framework of the implementation of this Policy, pays special attention to respecting the principles of data processing and processes data:

- **Lawfully** – data processing is made possible when it is permitted by law and only within the limits permitted by law.
- **Fairly** – by taking into account the specifics of each relationship, applying all appropriate measures for the protection of personal data and privacy in general, and allowing data subjects to exercise their rights.
- **In a transparent manner** – by informing data subjects about the processing of personal data.
- **By ensuring purpose limitation** – personal data is processed for the purposes for which they are collected and may be processed for other purposes only when the requirements laid down in the Regulation are fulfilled.
- **By ensuring storage limitation** – data must be stored in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed and may be stored longer only when this is allowed by the Regulation.
- **By ensuring data minimisation** – data is processed only when they are adequate, relevant and limited to what is necessary
- **By ensuring accountability** – data must be accurate and kept up to date, and every reasonable step must be taken to erase inaccurate data.
- **With integrity and confidentiality** – processed in a manner that ensures appropriate security of the personal data.

Purpose of data collection

The purposes of processing your personal data are defined according to the legal basis underlying the collection of your personal data (legal basis, legitimate interest or contractual basis, subject to the provisions of Article 6 (3) and (4) of the General Data Protection Regulation), the Act on Tourist Boards and Promotion of Croatian Tourism, as well as the all for evidence of tourists in the Information System of Tourist Boards of the Republic of Croatia – eVisitor (Law on sojourn tax, National Gazette 152/08) is prescribed, determine the purpose of processing the data.

Particular care is taken to limit the purpose of the processing - personal data is collected for specific, explicit and lawful purposes and will not be further processed in a manner inconsistent with those purposes. Data collected for one purpose will not be used for any other purpose or in a manner inconsistent with the approved purpose.

Our Legal Basis for processing data

We are required to let you know the lawful basis on which we rely to process your personal data:

- (i) When data subject's consent is obtained, or
- (ii) processing is necessary for the performance or for the signing of a contract to which the data subject is party, or
- (iii) processing is necessary for compliance with a legal obligation of the controller, or



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- (iv) (iv) processing is necessary in order to protect the vital interests of the data subject or of another natural person, or
- (v) (v) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, or
- (vi) (vi) processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject

Categories of persons

- employees
- private accommodation renters
- **tourists**

- project participants
- students
- participants in marketing campaigns
- external associates

1. What information do we collect from you?

1. **Information you give us.** This is information about you that you may give us by:

- a. filling in forms on any of our platforms;
- b. as part of using our services;
- c. by corresponding with us by phone, e-mail, online chat or otherwise;
- d. registering on one of our platforms;
- e. Interacting with our platforms (for example, subscribing to any services, making an in-app purchase or entering a competition);
- f. Sharing information on social media from our platforms; or
Reporting a problem

The Information System of Tourist Boards of the Republic of Croatia – eVisitor

In accordance with General provisions on data protection – Croatian GDPR, we must inform you that when placing a reservation and at check-in into your place of accommodation (hotel, private accommodation renters and resemble) in the City of Korčula you agree to present your personal identification documents, i.e. submit your personal data (first and last name, type and number of your personal identification document, gender, state and address of residence, with date of birth and citizenship), all for evidence of tourists in the Information System of Tourist Boards of the Republic of Croatia – eVisitor (Law on sojourn tax, National Gazette 152/08).

Turistička zajednica Grada Korčule

HR-20260 Korčula, Obala dr. Franje Tuđmana 4 - tel.: +385(0)20 71 57 01

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The personal data is collected for statistic processing and is used by the Tourist Board of the City of Korčula, public authorities and Ministries relating to this procedure (Ministry of tourism and Tourist inspection, Ministry of internal affairs and Ministry of finances – Customs authorities).

Each unauthorized usage, publication, change, processing, reproduction, distribution, recording or assignment or any other form of unauthorized usage of such personal data is strictly prohibited by private accommodation r enters, Tourist Board of the City of Korčula and Ministries relating to this procedure.

The types of personal information we process.

Types of Data Collected Personal Data While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you The personal information we collect can include:

- g. your full name;
 - h. postal address;
 - i. employer and job title;
 - j. e-mail address;
 - k. records of your correspondence with us;
 - l. phone number (s);
 - m. photos and videos;
 - n. social media account names;
 - o. payment details;
 - p. cookies and usage data
 - q. and any other information you may share with us or enter into any of our platforms.
2. Personal data may be legally collected and used if it is necessary for a legitimate interest of the Tourist Board of the City of Korčula using the data, as long as its use is fair and does not adversely impact the rights of the individual concerned.
- Our legitimate interests include:
- *Promotion of our purposes*, including to develop new offers and services (both independently and with our partners) to promote Korčula to visitors and businesses;
 - *Administration and operational management*, including responding to solicited enquires, providing information that you have requested, research, events management, the administration of our resources and tools.
 - *Liaising with third parties*, including working with partner organisations to develop new programmes and resources which further our purposes.



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If you would like more information on our uses of legitimate interests or to change our use of your personal data in this manner, please get in touch with us using the details in the “Contact us” section below.

Your consent

The subject may give its consent in an electronic form. Taking the fact that the consent must be unequivocal and voluntary into account, it is necessary to keep in mind that it is not allowed to “force” the consent, especially by checking the consent box in advance, or in some other way that significantly affects the use of a web page, or by adjusting the technical settings, but rather the choice in hand must be “neutral”.

When you in any way provide the Tourist Board of the City of Korčula with your information, you guarantee that the information you have provided is accurate, that you are legally capable and authorised to dispose of the provided information and that you fully agree that may use Tourist Board of the City of Korčula and collect your information in accordance with the law and the terms of this privacy policy.

Protecting the personal information of children

Tourist Board of the City of Korčula advises parents and guardians to teach their children the importance of being responsible when dealing with personal information on the internet. Tourist Board of the City of Korčula does not wish to collect and has no intention of collecting personal information of children. Personal information of children will be neither used nor divulged to third parties. A child may give his or her consent solely in relation to the provision of IT company services, whereby such child must be older than 16 years of age. Tourist Board of the City of Korčula may process all other information of children below the stated age limit and children under 18 years of age, except as expressly stated herein, only with the prior consent of the parent.

How do we use your personal information?

We use information held about you in the following ways:

- a. communicate with you in response to a specific action
- b. to provide you with support in using our platforms, and to provide you with the information, and services that you request from us;
- c. to provide you with information about one of our many events,
- d. to provide you with information about other services we offer that are similar to those that you have already enquired about, for example newsletters, competitions and offers;



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- e. if you are interested in developing your business in Korčula, we may contact you to provide you with information which we feel may be of interest to you, and/or business contacts which may help you;
- f. to send you news items which are relevant to your interests;
- g. to notify you about changes to our services;
- h. to ensure that content from our platforms is presented in the most effective manner for you
- i. to administer our platforms for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- j. to improve our platforms to ensure that content is presented in the most effective manner for you and for your computer and/or your mobile device;
- k. to help us improve and personalise our services, both on our own platforms and on third party sites;
- l. to allow you to participate in interactive features of our services, when you choose to do so;
- m. as part of our efforts to keep our platforms safe and secure;
- n. to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- o. to make suggestions and recommendations to you and other users of our platforms or services that may interest you or them.

We may disclose your personal information to third parties:

- 2. Disclosure Of Data Legal Requirements Tourist Board of the City of Korčula may disclose your Personal Data in the good faith belief that such action is necessary to:
- 3. • To comply with a legal obligation
- 4. • To protect and defend the rights or property of Tourist Board of the City of Korčula
- 5. • To prevent or investigate possible wrongdoing in connection with the Service
- 6. • To protect the personal safety of users of the Service or the public
- 7. • To protect against legal liability

Rectification of data

You can contact us at any time to review your personal information, as well as for the purpose of updating, rectification or erasure of your data. Until such time, we will use your previously recorded data for the aforementioned purposes.



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Data storage period

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Data that was lawfully collected by is stored for a period of time prescribed by a particular law or other positive regulation.

Data that was contractually collected by the Tourist Board of the City of Korčula is stored only for a period of time necessary to fulfil the contract or provide a service.

Information about the name, surname and e-mail address collected by the Tourist Board of the City of Korčula on the basis for direct marketing purposes is stored in its guest database for a period of 1 year.

Other information collected by on Tourist Board of the City of Korčula the basis of explicit consent (mobile phone number) is stored in database for a period of 1 month.

The Tourist Board of the City of Korčula may, based on your explicit consent, also collect your web browsing data (so-called cookies) and store them in its database for a period of 1 year uses such data to inform you about special and personalised offers, news and events organised through online channels (e-mail, web, internet promotions).

Rights of the data subject

You have a number of rights under data protection legislation. These include:

d. **Right of access**

You have the right to know what information we hold about you and to ask, in writing, to see your records. We will provide you with details of the records we hold as soon as possible and at latest within one month, unless the request is complex. We may require proof of identity before we are able to release the data. Please use the details in the “Contact us” section below if you would like to exercise this right.

e. **Right to be informed**

You have the right to be informed how your personal data will be used. This policy as well as any additional information or notice that is provided to you either at the time you provided your details, or otherwise, is intended to provide you with this information.

f. **Right to withdraw consent**

Where we process your data on the basis of your consent (for example, to send you marketing texts or e-mails) you can withdraw that consent at any time. To do this, or to discuss this right further with us, please contact us using the details in the “Contact us” section below.

g. **Right to object**



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You also have a right to object to us processing data where we are relying on it being within our legitimate interests to do so (for example, to send you direct marketing by post). To do this, or to discuss this right further with us, please contact us using the details in the “Contact us” section below.

h. Right to restrict processing

In certain situations you have the right to ask for processing of your personal data to be restricted because there is some disagreement about its accuracy or legitimate usage.

i. Right of erasure

In some cases, you have the right to be forgotten (i.e. to have your personal data deleted from our database). Where you have requested that we do not send you marketing materials we will need to keep some limited information in order to ensure that you are not contacted in the future.

j. Right of rectification

If you believe our records are inaccurate you have the right to ask for those records concerning you to be updated. To update your records please get in touch with us using the details in the “Contact us” section below.

k. Right to data portability

Where we are processing your personal data because you have given us your consent to do so, you have the right to request that the data is transferred from one service provider to another.

Complaints

If you are not agreed with the way in which we have handled your personal information please contact us using the details below. You are also entitled to make a complaint to the supervisory authority – Personal Data Protection Agency (for more information, please visit www.azop.hr).

Technical and integrated data protection

The Tourist Board of the City of Korčula highest organisational and technical data protection standards. We, therefore, taking into account state of the art developments, the cost of implementation and the nature, scope, context and purpose of processing, as well as the risks arising from data processing of various levels of probability and severity that may affect the rights or freedoms of natural persons, at the time of choosing the processing resources and at the time of the processing itself, take appropriate technical and organisational measures to enable the effective application of data protection principles.

Furthermore, the Tourist Board of the City of Korčula takes the appropriate technical and organisational measures to ensure that only personal data necessary for each special purpose of processing are processed in an integrated way Tourist Board of the City of Korčula imposes this measure to the amount of collected personal data, scope of their processing, storage period and their availability. Specifically, such measures ensure that personal data are not automatically, without personal intervention, made available to an unlimited number of persons.

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Personal data breach

Tourist Board of the City of Korčula as the data controller, ensures that in the event of personal data breach, the competent supervisory authority is notified of personal data breach without further delays and, if possible, at least 72 hours after such breach has occurred, unless it is not likely that such personal data breach will pose a risk to rights and freedoms of natural persons.

The report submitted to the supervisory authority must contain all information prescribed by the Regulation.

In the event of personal data breach that is likely to pose high risk to rights and freedoms of natural persons, the Tourist Board of the City of Korčula as the data controller, will notify the data subject of such personal data breach without further delays. Data subjects will not be notified where the Regulation stipulates that such notification is not mandatory.

Data protection impact assessment

Where a type of processing in particular using new technologies, and taking into account the nature, scope, context and purposes of the processing, is likely to result in a high risk to the rights and freedoms of data subjects, the Tourist Board of the City of Korčula will, as the data controller, prior to the processing, carry out an assessment of the impact of the envisaged processing operations on the protection of personal data.

A single assessment may address a set of similar processing operations that present similar high risks.

Tourist Board of the City of Korčula performs a data protection impact assessment in the event of:

- Systematic and extensive evaluation of personal aspects relating to natural persons which is based on automated processing, including profiling, and on which decisions are based that produce legal effects concerning the natural person or similarly significantly affect the natural person;
- Processing on a large scale of special categories of data referred to in Article 9, paragraph 1, or of personal data relating to criminal convictions and offences referred to in Article 10 of the Regulation;
- Systematic monitoring of a publicly accessible area on a large scale;
- Any other situation defined by the competent supervisory authority.

Tourist Board of the City of Korčula ensures an adequate involvement of data protection officers in the performance of impact assessment.

In accordance with the provisions of the Regulation and, when necessary, after the performance impact assessment, we will consult the supervisory authority prior to processing.

Transparency

This Privacy Policy is available at officaila website Tourist Board of the City of Korčula and at reception desks of all our facilities.

If you have any questions about this Privacy Policy or concerns about the way we process your Personal Data, please contact us by e-mailing us using the contact form provided here.

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Links to other websites

This site may contain links to other sites operated by the Korčula City Tourist Board or other organization that has its own special privacy rules, so we make sure you familiarize yourself with their terms of use and privacy policies before providing them with any personal information because the City Tourist Board Korčula assumes no responsibility for those websites or the organizations that operate them.

Social networks

This site may use certain elements of social networks, such as Facebook, Google+, and others, that have their own privacy policies, so we make sure you familiarize yourself with their terms of use and privacy policies before providing them with any personal information because the Tourist Board The City of Korčula assumes no responsibility for those websites or the organizations that operate them.

How will we let you know of changes to our privacy policy?

We may update our Privacy Policy from time to time. Should we decide to make changes to our privacy policy, we will make available and publish such changes on this website and at reception desks of all our facilities.

We may update this policy from time to time without notice to you, so please check it regularly. We will however aim to bring any significant changes to your attention. The privacy policy was last updated in 06.08. 2019.

How to contact us?

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to

Contact Office: Tourist Board of the City of Korčula, The Coast of Dr. Franje Tuđmana 4, 20260, Korčula



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