

PRIVACY POLICY

INTRODUCTION

This Privacy & Cookie Policy explains our personal data practices and the choices you can make about the way your personal data is used.

Questa Hotel & Yacht Management is a leading Italian brand operating in Turkey in yachting with main bases in Bodrum and Göcek and hotel including 5* Eskişehir Spa & Wellness Hotel and upcoming new hotels in Istanbul, Cappadocia and Bodrum.

“, “us”, “our” or “we”) respects your privacy, and is committed to protecting the privacy, confidentiality and security of the personal data you provide to us or that we collect about you when you use our websites, social media pages we control, software applications available on computers and mobile devices that include a link to this Privacy Policy as well as when you provide your information on the telephone via our call centers or in person (collectively the “Sites”). Our privacy practices may vary among the countries in which we operate to reflect local practices and legal requirements. We are aware of our responsibilities to protect your personal data, to keep it secure and comply with applicable privacy and data protection laws.

You may be asked to consent to the terms of this Privacy Policy when making a reservation, registering for events or promotions or otherwise corresponding with us via the Sites or if required by applicable law. Otherwise your continued use of the Sites will constitute your deemed consent to the terms of this Privacy Policy.

PERSONAL INFORMATION WE COLLECT

Personal Information You Provide

When using our Sites, you may voluntarily provide certain information about yourself or others, such as when you create an account or book a reservation. We may collect Personal Information (information that identifies you or relates to you as an identifiable person) that you may provide through the Sites about yourself or others such as:

Name, date and place of birth, passport and visa information;

Postal address;

Telephone number;

Email address;

Information that allows us to provide specialized services to you or fulfill special requests, such as accommodating health or dietary conditions, but we do not collect sensitive information about you, such as health information, except as reasonably needed for us to provide services to you;

Credit or debit card number, expiration date and security code;

Social media account information;

Stay or trip information and preferences, such as your preferred location/facilities, dates and number of people/children traveling with you;

Demographic information (age, gender, country and preferred language);

IP address; and

Preferences for receiving communications from us or for surveys or promotional offers.

Automatically Collected Information

Our websites collect statistical information about users to ensure a welcoming and accessible website. For this purpose, we may track your movement within the websites, the pages from which you were referred, access times and browser types. We only use this information in aggregate and do not link it to you personally. To gauge the effectiveness of our websites and analyze site traffic, understand customer needs and trends, we do collect some generic information about our visitors. Our web servers recognize and automatically log a visitor's domain name, the web page from which a visitor enters our websites, which pages a visitor visits and for how long, and the visitor's IP address. We may use anonymous tracking technologies to collect, store and sometimes track information for statistical purposes and to improve the services we provide, including using it to evaluate and improve our website. We also collect and store information automatically using cookies and similar technology as described below.

This information does not constitute Personal Information. If we combine anonymized or aggregated data with Personal Information, we will treat the combined information as Personal Information according to this Privacy Notice.

HOW WE USE YOUR INFORMATION

We may use Personal Information you submit and non-Personal Information we automatically collect for the purposes identified in this Privacy Policy for our business use and the legal bases, including, for example:

Processing, fulfilling and recording reservations and/or purchases;

Billing your credit card for advance purchase reservations and advance deposits;

Contacting you for confirmation or customer service after reservations and purchases

are made or after you sign up for or participate in certain activities;

Conducting statistical or demographic analysis

Tracking reservations and corresponding resort stays;

Sending you emails that relate to a resort stay;

Sending you communications such as guest surveys or promotional offers and benefits;

Communicating special offers, competitions and featured items if you choose to receive such notices;

Responding to your inquiries, complaints and other communications; and

Providing for the safety and security of our guests and staff and meeting our legal and regulatory compliance requirement.

DISCLOSING YOUR INFORMATION

As a hotel management company

Questa Hotel & Yacht Management