01 / CONTROLLER AND PERSONAL DATA

Your privacy, clearly explained.

This notice explains how we process the data of people who visit dolcesognocoredo.it, contact Dolce Sogno or stay at the property, under Articles 13 and 14 of Regulation (EU) 2016/679 (GDPR) and Italian Legislative Decree 196/2003, as amended.

The data controller

NUOVA-NEUE SERPAN S.A.S.
DI BRENTARI SILVANO & C.
Affittacamere B&B Dolce Sogno - VAT no. 00693940223
Contact address at the property: Località Oseliera n. 11,
38010 Coredo, Predaia (TN), Italy.
Email: info@dolcesognocoredo.it
Certified email (PEC): dolcesognocoredo@pec.it
Telephone: +39 0463 536208

What data we process

Contacts and enquiries: your name, contact details and communications sent by email, telephone or WhatsApp. The website provides direct contact options and has no enquiry form or online payment system.

Bookings and stays: guests' and accompanying persons' identity details, identity document particulars, dates, requested services and information needed for invoicing and payment.

Browsing and other data: IP address, browser, device, date, time and requested resources; any special requirements shared by guests and images from areas marked as under video surveillance.

Where the data comes from

Data is provided by you or, for a booking, by someone acting on your behalf, including any booking intermediary. Anyone providing accompanying persons' data must make this notice available to them. Please send only relevant information: do not attach identity documents or health information to a simple availability enquiry.

02 / PURPOSES, LEGAL BASES AND RETENTION

Enquiries and stays

We process the information needed to respond, arrange your stay and meet applicable obligations. Each purpose below includes its legal basis and retention period or criteria.

Information and availability

We use your contact details and message to respond and prepare quotations. **Legal basis:** steps taken at your request before entering into a contract (Article 6(1)(b) GDPR); for other communications, our legitimate interest in responding (Article 6(1)(f)). **Retention:** until the enquiry and related follow-up are concluded; if you book, the contractual retention criteria apply. Providing data is voluntary, but we need sufficient information to respond.

Bookings and requested services

We handle confirmation, accommodation, assistance and additional services. **Legal basis:** performance of a contract and precontractual steps (Article 6(1)(b)). Without essential information, we cannot confirm the booking or provide the service. **Retention:** throughout the contractual relationship; afterwards, only data needed for legal obligations or the protection of rights remains, for the applicable periods.

Public security and tourism obligations

Guest details are sent to the police through Alloggiati Web under Article 109 of the Italian public security law (TULPS) and the Ministerial Decree of 7 January 2013, as amended. **Legal basis:** legal obligation (Article 6(1)(c)). Refusing the required data prevents us from providing accommodation.

Digital data and paper lists processed solely for this submission are deleted or destroyed once the receipt is issued; receipts are retained for **5 years**. Any identity document copies obtained solely for this communication are also deleted or destroyed after successful submission. Tourism, statistical and tourist tax requirements follow the duties and retention periods imposed by applicable law.

Accounting and protection of rights

Administrative and tax data is processed to meet legal obligations (Article 6(1)(c)) and normally retained for **10 years**, or longer where required by law or official checks. In a dispute, only necessary data is retained until resolution and expiry of the applicable time limits, based on our legitimate interest in protecting rights (Article 6(1)(f)).

03 / PERSONAL CHOICES AND SECURITY

Optional services

Consent for additional purposes is separate from your booking. You may refuse or withdraw it without losing services that do not depend on the optional information.

Special requirements

Health data, such as allergies or accessibility requirements, is processed only when needed for the requested service and with explicit consent (Articles 6(1)(a) and 9(2)(a) GDPR), unless another condition provided by law applies. Providing it is optional; without it, we may be unable to meet the particular requirement. Retention ends when the need ceases, normally at the end of the stay, except where retention for legal claims is permitted by law.

Messages and future stays

Any service receiving messages and telephone calls addressed to a guest is optional and based on consent (Article 6(1)(a)); the data is retained until departure.

To make future stays easier, only necessary information may be retained with separate consent for up to **5 years after the stay**, or until earlier withdrawal. This purpose does not justify keeping identity document copies obtained for Alloggiati Web.

Promotional communications

Any offers and updates are sent only with specific consent (Article 6(1)(a) GDPR and Article 130 of the Italian Privacy Code). Contact details are retained for up to **5 years from consent**, unless you withdraw consent or object earlier. Contacting us, booking or reading this notice does not mean accepting marketing. To withdraw consent, simply contact the controller.

Video surveillance at the property

In areas identified by signs, images are processed to protect people and property, based on our legitimate interest in security (Article 6(1)(f)). The normal retention period is **24 hours**. For closures or public holidays, it may extend to **7 days** only for specific, necessary and documented reasons, requiring stronger justification beyond 72 hours. Longer retention is limited to specific requests from authorities or documented incidents involving the protection of rights.

Only authorised persons have access; images are disclosed to authorities where provided by law. Information about monitored areas and how to exercise your rights is available at the property.

04 / WEBSITE AND COOKIES

Browsing and preferences

Google Maps and YouTube are optional and remain disabled until you choose to enable them. You can use the website and contact us without enabling them.

Technical data and security

The systems serving the website process technical data to deliver pages, handle faults and prevent misuse. The legal basis is our legitimate interest in operation and security (Article 6(1)(f) GDPR). Data is retained only for the time needed for technical and security checks; relevant incident data is retained until investigations end or as required by law. The website does not integrate standalone visitor analytics or advertising pixels. Fonts are hosted locally on the website.

The cookie that remembers your choice

ds_media_consent is a first-party technical cookie on the website's domain, lasting **180 days**. It stores the version, expiry and separate choices for Maps and YouTube, without profiling purposes. It is saved when you confirm your preferences, including a refusal. Strictly necessary cookies do not require consent (Article 122 of the Italian Privacy Code).

Google Maps and YouTube

Content loads after consent to the relevant service (Article 6(1)(a) GDPR and Article 122 of the Italian Privacy Code). Google Ireland Limited receives technical data, including your IP address, and may use cookies for functionality, statistics and personalisation, including advertising. Its purposes and retention periods are explained in Google's Privacy Policy and cookie information.

Choosing and withdrawing consent

Open **Cookie preferences** in the footer or next to the content. You can reject all optional services, enable them separately or accept all. Closing the panel without saving keeps the existing choice; without a choice, the services remain blocked. Scrolling does not constitute consent.

Your choice applies to the browser used. When the cookie expires or is deleted, content is blocked again. Withdrawal prevents new loads and removes active embedded content, without affecting earlier lawful processing. It does not delete cookies already set by the provider: remove these through your browser or the service's settings.

Links to external services

WhatsApp, social networks, review sites and other links open external services governed by their own privacy notices. Opening an external link is separate from consenting to embedded website content. Email and telephone remain alternative contact methods.

05 / RECIPIENTS AND YOUR RIGHTS

Control over your data

For information about processing or to exercise your rights, you can contact the controller directly.

Who may process the data

Data is handled on paper and electronically by authorised staff bound by confidentiality. Where necessary, it may be accessed by hosting, email and IT support providers, administrative, accounting and legal advisers, and competent public bodies and authorities. Providers acting on our behalf are appointed as processors under Article 28 GDPR; others act as independent controllers. Data is not made public. You may request the current list of processors from the controller.

Transfers and protection

IT and communication services may involve processing outside the European Economic Area, including the United States for Google. Chapter V GDPR safeguards apply: relevant adequacy decisions or standard contractual clauses, with supplementary measures where needed. Google states that Google LLC participates in the EU-US Data Privacy Framework and uses standard clauses where applicable: information on transfers.

You may request information about recipients and countries and a copy of the applicable safeguards. Measures proportionate to the risks are adopted; data is deleted or anonymised when retention ends. The controller does not make solely automated decisions producing legal or similarly significant effects.

Access, correction and other requests

In the circumstances and within the limits of Articles 15-22 GDPR, you may request access and a copy, rectification, erasure, restriction and portability. You may object to processing based on legitimate interests on grounds relating to your situation; you may object to direct marketing at any time. You may withdraw consent without affecting the lawfulness of earlier processing.

Exercising rights and making a complaint

Write to info@dolcesognocoredo.it or certified email dolcesognocoredo@pec.it. We respond without undue delay, normally within **one month**. Where needed, an extension of up to two further months is explained within the first month. Exercising rights is normally free of charge; proportionate information may be requested to verify identity.

You may complain to the Italian Data Protection Authority (Garante), Piazza Venezia 11, 00187 Rome, Italy, or to the competent authority where you habitually reside, work or where the alleged infringement took place. Your right to seek a judicial remedy remains unaffected.

References: Regulation (EU) 2016/679; Italian Legislative Decree 196/2003, as amended; Garante cookie guidelines of 10 June 2021.