

01 / IDENTITY AND DATA

Privacy and cookies

Information on the processing of personal data under Articles 12, 13 and, where applicable, 14 of Regulation (EU) 2016/679 (GDPR).

The data controller

Residence Le Rose di Conti Fernando & C. s.n.c.

Vicolo del Giglio 26, 57020 Marina di Bibbona - Bibbona (LI), Italy
VAT number 01237310493

For privacy enquiries and requests: booking@residencelerose.it
Telephone +39 0586 600639
www.residencelerose.it

Who this notice is for

This notice concerns visitors to the website, people who contact the residence and those who start an enquiry, quotation or booking through links on its pages. It describes the residence's processing associated with these activities. External services also provide their own information about processing for which they are responsible.

What data we receive and where it comes from

Browsing: IP address, date and time, requested page, response status, browser, device and technical information needed to operate and protect the service.

Contacts and stays: name, email address, telephone number, messaging account, enquiry content, dates, guest numbers, preferences and information needed for quotations and bookings. Data comes from you, the booking platform or the person arranging a stay on your behalf.

Do you have to provide your data?

Technical data is needed to deliver the pages. Contacting us is optional, but without essential contact and booking details we cannot reply or manage a reservation. Information required by contract or law is necessary for the service; additional information remains optional.

02 / PURPOSES AND RETENTION

Why we use your data

We use only information relevant to each purpose. Retention depends on the activity and applicable obligations. Data is then deleted or anonymised, unless there is a documented reason to retain it longer.

Browsing and security

Delivering pages, diagnosing faults, preventing abuse and protecting the site and its users. **Legal basis:** our legitimate interest in security and service availability, Article 6(1)(f) GDPR.

Retention: for the time needed for technical administration and investigation of anomalies, according to infrastructure log rotation. Records relevant to incidents may be retained until resolution or as required by law or the protection of legal rights.

Enquiries, quotations and bookings

Answering enquiries, preparing offers, managing bookings and communicating about a stay. **Legal basis:** requested pre-contractual steps and performance of a contract, Article 6(1)(b); for other correspondence, our legitimate interest in responding, Article 6(1)(f).

Retention: until the enquiry has been handled and the offer expires; if a booking follows, for the contractual relationship and subsequent obligations. Only correspondence needed for legal duties or disputes is retained for longer.

Legal obligations and protection of rights

Meeting administrative, tax and accounting duties and requests from authorities; establishing, exercising or defending legal claims. **Legal bases:** legal obligations, Article 6(1)(c), and legitimate interest in protecting rights, Article 6(1)(f).

Retention: the periods required by applicable law. Accounting records covered by Article 2220 of the Italian Civil Code are retained for 10 years from the date of the last entry. Dispute-related records follow the applicable limitation periods and duration of proceedings.

Optional external content

Loading Google Maps or YouTube only after your choice. **Legal basis:** consent, Article 6(1)(a) GDPR and Article 122 of the Italian Privacy Code for non-essential technologies. Your choice applies to that content on the open page; you can disable it at any time.

Promotional communications

The website does not include newsletter subscriptions or advertising profiling. An enquiry does not constitute marketing consent. Any promotional initiative requires separate information and an appropriate legal basis.

03 / WEBSITE AND EXTERNAL SERVICES

Your choices online

You can browse the pages and contact the residence without enabling embedded maps or videos. Links to external websites open only when you select them.

Cookies and website resources

The pages do not integrate Google Analytics, Google Tag Manager, advertising pixels or profiling tools operated by the residence. Fonts are hosted on the website, without requests to Google Fonts. Technical server logs are not cookies.

Technologies strictly necessary for operation or security do not require consent under Article 122 of Italian Legislative Decree 196/2003. This exemption does not extend to optional external services.

Google Maps and YouTube: enabling and disabling

Maps and videos are blocked until you choose to enable them. The notice beside the content explains that activation sends your IP address and device information to Google, which may use cookies or identifiers under its own rules. Videos use youtube-nocookie.com; this does not make the connection to Google anonymous.

The consent button loads only that content. You can withdraw your choice using the disable control beside the frame, or by closing or reloading the page. Disabling stops further connections from the frame; it does not reverse previous processing or delete provider cookies already stored. These can be managed in your browser and Google settings.

Information about the provider's data, purposes and cookie durations: [Google Privacy Policy](#) and [Google cookie information](#).

Quotations and bookings through TeamSystem

The relevant buttons open [hospitality-guest.teamsystem.cloud](#). Information entered there is used to handle your enquiry or stay and is made available to the residence. The platform's terms, privacy information and any available choices apply to that service. Opening the link does not constitute marketing consent.

[Open the booking service.](#)

WhatsApp, social media and other links

WhatsApp, Facebook and Instagram are external links, with no social feeds embedded in the pages. The selected service's rules also apply after you click. The residence receives the messages and contact details you send it. Email and telephone remain available as alternatives.

[WhatsApp Privacy Policy for the EEA](#) | [Meta Privacy Policy](#).

04 / HANDLING AND PROTECTION

How we handle data

Processing is limited to people and organisations that need the data for the stated purposes. Personal data is not intended for sale or public disclosure.

Recipients and responsibilities

Data may be accessed by authorised residence staff and, where necessary, providers of hosting, email, maintenance, security, booking management and support; administrative, tax and legal advisers; payment providers and competent authorities.

Providers processing data on our behalf act as processors under Article 28 GDPR. Organisations determining their own purposes and means act as independent controllers. You can ask the controller for information about recipients and their roles.

Transfers outside the European Economic Area

International suppliers and optional external services may involve processing outside the EEA. For transfers under its responsibility, the controller uses the mechanisms in Chapter V GDPR: adequacy decisions where applicable, or safeguards such as standard contractual clauses, together with necessary assessments and supplementary measures.

You can request information about transfers and a copy of the safeguards applicable to our processing. Providers describe transfers under their own responsibility in their privacy notices. Consent to load content does not replace the safeguards required for international transfers.

Security and processing methods

Data is handled electronically and, where necessary, on paper. Access is limited to authorised activities, applying data minimisation, confidentiality and protection proportionate to the risks. Incidents are assessed and handled in accordance with GDPR obligations.

Special categories of data and children

Do not send documents, health information or other sensitive details that are unnecessary for your enquiry. If a stay requires special categories of data, contact us first to agree appropriate arrangements. In addition to an Article 6 basis, a condition under Article 9 GDPR is required, such as explicit consent where applicable; merely sending a message does not replace it.

Enquiries and bookings are intended to be made by adults. Information about child guests must be supplied by an adult entitled to do so and limited to what is necessary for the stay and applicable obligations.

Automated decisions

The residence does not use the website for decisions based solely on automated processing that produce legal or similarly significant effects, or for profiling visitors.

05 / RIGHTS AND CONTACTS

Control over your data

You can exercise your GDPR rights where the relevant conditions apply. Requests are generally free of charge and do not require a particular form of wording.

Access, correction and erasure

You can request confirmation of processing, access to your data and a copy; correct inaccurate or incomplete information; and request erasure where there is no overriding lawful reason or obligation to keep the data.

Restriction, portability and objection

You can request restriction in the cases set out in Article 18 and portability of data you provided where it is processed automatically on the basis of consent or a contract. You can object on grounds relating to your particular situation to processing based on legitimate interests. You can always object to direct marketing.

Withdrawal of consent

Where processing relies on consent, you may withdraw it at any time without affecting the lawfulness of earlier processing. For maps and videos use the disable control described in section 03; for other requests contact the controller.

How to make a request

Write to booking@residencelerose.it or to Residence Le Rose di Conti Fernando & C. s.n.c., Vicolo del Giglio 26, 57020 Marina di Bibbona - Bibbona (LI), Italy. Explain your request and provide a reply address. Do not send identity documents unless requested and necessary.

We reply without undue delay, within one month of receipt. Where requests are complex or numerous, the period may be extended by a further two months; we will inform you within the first month and explain why. Proportionate identity checks may be required.

Complaints and judicial remedies

You may complain to the [Italian Data Protection Authority \(Garante\)](#) or the competent supervisory authority, particularly in your place of habitual residence, work or the alleged infringement. Your right to a judicial remedy remains unaffected.

References and updates

[Regulation \(EU\) 2016/679](#); Italian Legislative Decree 196/2003, as amended; [Garante Guidelines on cookies and other tracking tools of 10 June 2021](#).

This notice is current as of the date shown. It is reviewed when processing or website functionality changes.