

INFORMATION ON THE PROCESSING OF PERSONAL DATA
by CRH Patio sp. z o.o. in Wrocław¹, dated June 1, 2026

As **CRH Patio, a limited liability company** with its registered office in Wrocław, we are, in accordance with applicable laws, the controller of your personal data (personal data is information that can be used to identify you) and are responsible for using it securely, in accordance with the agreement and applicable laws

Identity of the Administrator	CRH Patio, a limited liability company with its registered office in Wrocław, 25 Kiełbaśnicza St., 50 110 Wrocław, whose registration files are maintained by the District Court for Wrocław-Fabryczna in Wrocław, 6th Commercial Division of the National Court Register, entered in the Register of Entrepreneurs of the National Court Register under number: 0000231186, Tax Identification Number (NIP): 8971702720, share capital: 50,000.00 PLN
Contact Information	Address: 25 Kiełbaśnicza St., 50-110 Wrocław, email: marketing@hotelpatio.pl; phone: 71 375 04 00
Contact Information for the Data Protection Officer	Data Protection Officer: Ewelina Jemielniak Deputy Data Protection Officer: Daniel Stelmasiewicz Address: 25 Kiełbaśnicza St., 50-110 Wrocław; Email: iod@hotelpatio.pl
Is providing personal data mandatory?	Providing your personal data is not a legal requirement; however, providing the data necessary to enter into and perform the contract is mandatory—without it, we will not enter into the contract. Providing your personal data for marketing purposes is voluntary.
Source of data	As a general rule, you provide us with your personal data yourself. Sometimes we may obtain your data from other sources, primarily: 1. from publicly available records and registers for the purposes described below (conclusion/performance of a contract—including verification of the information you provide, fulfillment of statutory accounting/ archiving obligations, pursuing claims or defending against claims by you or third parties, and corresponding with you)—in such cases, the scope of data processed will be limited to data publicly available in the relevant registers; 2. from entities where you are employed or which you represent—in such cases, the scope of data processing includes information necessary to facilitate cooperation and contact with the contracting party; 3. from banks and payment institutions; 4. from entities operating portals/websites for booking lodging services, as well as entities cooperating with us that provide lodging services or manage hotel chains; 5. from entities or individuals making reservations or placing orders on your behalf or in your name; 6. from a legal or actual guardian—in the case of data concerning minors.

We will process your data for the following purposes, on the following legal grounds, and for the periods indicated below.

No.	Purpose of processing	Legal Basis	Processing period
1	Taking action at your request prior to entering into a contract; entering into and performing a contract between you and us , e.g., for the provision of hotel services, the rental of conference room space, restaurant services, or the organization of an event	1. Customers/Contractors who are natural persons and act on their own behalf – Article 6(1)(b) of the GDPR. 2. Persons representing or acting on behalf of and for the benefit of Customers/Contractors (e.g., when the Customer/Contractor is a legal entity) – Article 6(1)(f) of the GDPR – our legitimate interest in being able to enter into and perform a contract, ensure the proper performance of the contract, and communicate.	For the period required to enter into and perform the contract (or until the contract is otherwise terminated).
2	To fulfill our legal obligations , such as: a) issuing and storing accounting documents, as well as preparing financial and tax reports; b) responding to complaints, c) verifying, reconciling, and making payments, d) demonstrating the proper fulfillment of the Controller's obligations regarding the processing of personal data.	Article 6(1)(c) of the GDPR, in conjunction with the Accounting Act of September 29, 1994, the Polish Civil Code Act of April 23, 1964, the Act of August 29, 1997 – the Polish Tax Ordinance, and the Polish Act of May 30, 2014, on Consumer Rights.	The data will be processed for the period required by law.
3	The determination, pursuit, or defense of claims by you or by us.	Article 6(1)(f) of the GDPR - our legitimate interest in being able to assert rights or claims, or to defend against claims.	Until any claims you may have against us become time-barred, or until any claims we may have against you expire, or until you file a valid objection.
4	Assisting you - as guests of our hotel/restaurant - during or in connection with your stay , such as arranging a taxi or airport transfer	Article 6(1)(f) of the GDPR - our legitimate interest in optimizing our operations, improving the quality of our services, and providing our customers with the best possible service	Until you lodge a valid objection or the purpose is fulfilled, whichever comes first.
5	Receiving commercial information from us, including marketing communications, via email or phone (e.g., information about services, discounts, events, and promotions).	Article 6(1)(a) of the GDPR, as applied in conjunction with the Act of July 12, 2024 - Electronic Communications Law - voluntary consent	Until you revoke your consent to receive commercial information from us, including marketing communications, or until we stop sending you commercial information - whichever occurs first.
6	Compiling summaries, analyses and statistics for our internal use. This includes, in particular, reporting, marketing research, planning the development of sales of goods and services, and development work on IT systems.	Article 6(1)(f) of the GDPR – our legitimate interest, which consists of optimising our operations, improving the quality of our services, and development and promotion.	Until you lodge a valid objection or the purpose is fulfilled, whichever comes first.

7	Marketing, including direct marketing (other than that referred to in point 5 above).	Article 6(1)(f) of the GDPR – our legitimate interest in promoting our business and in preparing and presenting relevant offers to our customers and business partners.	Until the purpose has been fulfilled, but for no longer than 6 years from the date of your last purchase of goods, services or other provision from us, or until you object.
8	Preparing reports, analyses and statistics for the entity managing the hotel chain to which CRH Patio sp. z o.o. belongs, namely LOUVRE HOTELS GROUP sp. z o.o. This includes, in particular, reporting, marketing research, planning the development of sales of goods and services, and development work on IT systems.	Article 6(1)(f) of the GDPR – our legitimate interest, which consists of optimising our operations, improving the quality of our services, and pursuing development and promotion, including through cooperation within the international Tulip Inn hotel chain (Louvre Hotels Group).	Until you lodge a valid objection or the purpose is fulfilled, whichever comes first.
9	Our use of profiles on booking platforms, including Booking.com, eTravel.pl and noclegi.pl – in connection with maintaining these profiles, we process the personal data of users of these platforms who interact with us, for example by making a booking, leaving a reaction, comment or review, or by sending a message.	Article 6(1)(f) of the GDPR – our legitimate interest in providing information about the scope and nature of the services we offer, as well as in providing an additional tool for entering into a contract with us or making a booking.	We process your data until you delete it via the booking service, or in accordance with the policies adopted by the respective services/portals, or until you lodge a valid objection. The data processing policies of the individual services/portals are available on their websites.
10	We maintain profiles on social media platforms: Facebook, Instagram, LinkedIn and YouTube – in connection with the management of these profiles, we process the personal data of users who interact with us, for example by leaving a reaction, a comment or by sending a message. We also use statistics provided to us by the platform operators – which constitutes our legitimate interest (joint data processing with Meta, Google and LinkedIn Ireland Unlimited Company).	Article 6(1)(f) of the GDPR – our legitimate interest in providing information on the scope and type of goods and services we offer, building relationships with social media users, and analysing statistical data for the purpose of preparing website content and optimisation.	We process data until it is deleted by the social media user, by us, or in accordance with the policies adopted by Facebook, Instagram, YouTube or LinkedIn, or until you lodge a valid objection. The rules governing data processing by Facebook: https://www.facebook.com/privacy/explanation Instagram: https://privacycenter.instagram.com/ LinkedIn: https://pl.linkedin.com/legal/privacy/eu? YouTube: https://support.google.com/youtu/be/answer/10364219?hl=pl
11	1) to ensure the safety of persons within the monitored area, 2) to protect property, 3) to keep confidential any information whose disclosure could cause harm to the Controller, by processing your personal data contained in the video recordings from cameras located in various places within our hotels (monitored areas are clearly marked).	Article 6(1)(f) of the GDPR – our legitimate interest in ensuring the safety of persons in the monitored area, the protection of property, and the protection of information whose disclosure could expose the controller to harm Article 6(1)(d) and Article 6(1)(f) of the GDPR – the legitimate interest of a third party – in the event of various incidents concerning your safety, property or person, you may access the CCTV recordings	We generally retain CCTV recordings for a period not exceeding one month, after which they are automatically overwritten, unless you lodge a valid objection beforehand. However, where the footage constitutes evidence in proceedings conducted under the law, or where we become aware that it may constitute evidence in such proceedings, the period specified above is extended until the proceedings have been finally concluded, unless you lodge a valid objection beforehand.
12	Conducting correspondence with you in matters arising from or relating to the content of such correspondence – whether you are acting on your own behalf or on behalf of third parties.	Article 6(1)(b), (c), (d) and (f) of the GDPR; with regard to Article 6(1)(f) of the GDPR, our legitimate interest is the ability to establish communication, answer questions and conduct correspondence.	For as long as the content of this correspondence has legal significance for us, for you or for the persons on whose behalf you are acting (in which case the time limits set out in points 1–11 above apply), and in other cases for a period of 6 months from the date of the last correspondence on the matter.

In other cases, your personal data will be processed on the basis of consent previously given, to the extent and for the purpose specified in that consent. Consent may be withdrawn at any time without affecting the lawfulness of the processing carried out on the basis of that consent prior to its withdrawal.

Entities involved in the processing of your data	1. Data processors acting on our behalf and involved in the conduct of our business: a) those operating our IT systems or providing us with IT tools and systems, including booking portals/services; entities providing us with hosting services, as well as those providing us with email services; b) subcontractors supporting us, for example in sales, service provision, correspondence handling and archiving; c) entities providing us with accounting, advisory, consultancy, audit, administrative and marketing services; d) entities managing the hotel chain to which CRH Patio sp. z o.o. belongs, including LOUVRE HOTELS GROUP sp. z o.o. or other companies belonging to the Louvre Hotels Group, which – as part of their cooperation – may provide CRH Patio sp. z o.o. with the necessary software, systems or other tools, as well as provide marketing, advisory or consultancy services.
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	2. Other data controllers processing data on their own behalf: a) entities authorised under the law; b) entities providing postal or courier services; c) entities providing payment services (banks, payment institutions); d) entities cooperating with us in handling legal matters; e) entities managing the hotel chain to which CRH Patio sp. z o.o. belongs, including LOUVRE HOTELS GROUP sp. z o.o. or other companies belonging to the Louvre Hotels Group.
Will your data be transferred outside the European Economic Area (EEA)?	In order to ensure the highest possible quality of our services, we use other service providers. Consequently, your personal data may be transferred outside the European Union. We assure you that, in such cases, the transfer of data will take place on the basis of a relevant decision by the European Commission, pursuant to an appropriate agreement between us and such a party, which includes the standard data protection clauses adopted by the European Commission or another appropriate mechanism allowing for the transfer of personal data to a third country, in accordance with applicable regulations (e.g. where we have obtained your consent or where it is necessary for the performance of a contract). You can obtain further details by contacting us using the contact details provided above.
Your rights	You may submit a request to us regarding your personal data for: 1. rectification (correction) of inaccurate data or completion of incomplete data 2. erasure of data processed without legal basis 3. restriction of processing (suspension of data processing operations or non-erasure of data) 4. access to your data and a copy of it 5. the transfer of your data to another data controller or the provision of your data to you. You may exercise these rights by submitting a request to the address indicated at the beginning of this notice or by any other means. The scope of each of these rights and the situations in which they may be exercised are set out in the relevant legislation. Which rights you may exercise will depend, for example, on the legal basis for our use of your data and the purpose of its processing. This means that in some cases we may refuse to comply with your request. In such cases, we will explain the reasons for our decision and provide the legal basis for it. In all cases, we will promptly provide you with the necessary explanations and assistance in exercising your rights.
Right to object	You may object at any time to the processing of your data for direct marketing purposes, including profiling. We will then cease processing your data for that purpose. In specific situations, you may at any time object to our processing of your personal data for other purposes, including profiling, if the basis for the use of the data is our legitimate interest or a public interest. In such a situation, following consideration of your request, we will no longer be able to process the personal data covered by your objection on that basis, unless we demonstrate that there are: 1. compelling legitimate grounds for the processing which, under the law, are deemed to override your interests, rights and freedoms; or 2. grounds for the establishment, exercise or defence of legal claims.
Complaint	You have the right to lodge a complaint with the Chairman of the Office for Personal Data Protection if you believe that the processing of your personal data infringes the law, using the address/contact details of the Office for Personal Data Protection available on the Office's website under the 'Contact' tab.

¹Legal basis for this information: Article 13 of 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, and repealing Directive 95/46/EC (General Data Protection Regulation 'GDPR').