

Who are we?

We are V.O.F. Hemelse Wijn (Hereinafter: "Gasterie Lieve Hemel"), located at De Hees 32, 5975NM in Sevenum (The Netherlands). Do you have any questions, complaints or remarks with regard to the processing of your personal data by Gasterie Lieve Hemel, you can contact info@gasterielievehemel.nl.

Why do we process personal data?

Are you/Have you been a guest of Gasterie Lieve Hemel? Then we process your personal data to be able to execute the agreement we have with each other and to invoice the services. If you are a hotel guest, we are also legally obliged to process your personal data in a so-called night register. If you have visited our restaurant and you have booked in advance, we only process your name and contact details to realize your reservation. We don't process more personal data than required for these purposes. Did you indicate that you are interested in receiving our newsletter or would you like to stay informed about for example our annual activities? Then we will send you an e-mail including the newsletter approx. 1 x per month. You have given us permission for this. You can withdraw your consent at any time, so you won't be informed any longer. Are you a supplier of Gasterie Lieve Hemel? Then we process the personal data (name, phone number and business e-mail address) of our contact person to be able to execute our (purchase) agreement. Did you contact us for a reason other than a reservation? Then, we will process the data you provide us to handle your contact request. Do you visit our website? Then we use analytical cookies, to be able to improve our website. Your IP-address is processed anonymously, so it can't be traced back to you as a person.

Do we pass on personal data?

Gasterie Lieve Hemel makes use of processors who process personal data for her. They only process personal data ordered by Gasterie Lieve Hemel and based on a processing agreement. We have also concluded agreements with the sub-processors to ensure safety. In addition we only provide personal data to third parties, if you give us permission to do so, if it is necessary for the execution of the agreement, if we are obliged to do so by law, if we have a legitimate interest. Parties with whom we may share personal data are: tax authorities, municipality, police, external audit parties and external (legal) advisers. We usually receive your personal data from you, but if you have made a reservation or booked a hotel room through an external partner, we will receive your data from that external partner, for example booking.com and expedia.com. If you are curious about the way in which they process your personal data, we refer to their privacy statements. Your personal data is processed under the responsibility of Gasterie Lieve Hemel at all times in the Netherlands or – in any case – within the European Economic Area (EEA)

What are our retention periods?

We don't store personal data longer than necessary for the purposes for which we obtained it, unless they have a legal retention period. - We are obliged to keep data from our administration for 7 years

- We keep the night register for 7 years
- We keep data about your reservation for 1 year
- We process data which we have received in the context of sending the newsletter until you have unsubscribed from the newsletter.

What are your rights?

As a person involved you have of course certain rights regarding the personal data that we process about you.

Under the GDPR you have:

- a. the right to view the file;
- b. the right to withdraw your consent at any time if we process your personal data based on your consent;
- c. the right to delete your personal data if:
 - i. the personal data are no longer necessary for the purposes for which it is processed.;
 - ii. the personal data is processed unlawfully;
 - iii. Gasterie Lieve Hemel is legally obliged to do so;
 - iv. You successfully object to the processing;
- d. the right to have your personal data processed incorrectly corrected or to complete incomplete data;
- e. the right to have the processing of your personal data restricted in certain circumstances;
- f. the right to object to the data processing in connection with your specific situation;
- g. the right to file a complaint with the Dutch Data Protection Authority at all times.

Whether you can successfully appeal to your rights depends on a number of factors. We will process your request within one month at the latest. Depending on the complexity of the request or the quantity – we can possibly extend the term by two months. For an appeal to one of your rights, or for questions or remarks you can contact info@gasterielievehemel.nl.

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