

Hotel Guest Data

GuestTek Interactive Entertainment is the Processor of your personal data.



1. Data We Collect

In order to access the internet, we collect your data. Namely, Leading name from the hotel reservation and that means the adult aged 16 or over. Room number and MacAddress of your device.

2. How We Use Your Data

The Personal Data Processed will be subject to the following basic processing activities, Authentication from the hotel reservation to access the Wi-Fi solution and Support Services to hotel guest and staff to resolve any HSIA or IPTV related Incidents. We will also use your data for reporting statistics and trends.

3. Sharing Your Data

We share your data with a 3rd party, such as a Call Center, in order to provide Hotel Guest's with first line Customer Support Services. They will have access to your information as reasonably necessary to perform these tasks on our behalf and are obligated not to disclose or use it for other purposes.

4. Data Retention

We retain your data for 90 days locally in order to assist with any troubleshooting that we may need to carryout in the process of incident management. Also, for reporting purposes we transfer the data to a 3rd Country whilst honouring Binding Corporate Rules. We are also part of the Privacy Shield.

5. Cross-Border Data Transfer

We store and use your data outside your country.

GuestTek guarantees that we process your data with the same level of protection outside the EU as within the EU.

6. Lawful Bases for Processing

We have lawful bases to collect, use and share data about you. We will only collect the personal data about you where we have lawful bases. Lawful bases include consent. Your consent is required otherwise you will not be able to connect to the Internet.

At any time if you wish to withdraw your consent then please email the GDPRinfo@guest-tek.com

7. Rights of the Data Subject

For personal data that we have about you:

- **Delete Data:** You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide Services to you).
- **Change or Correct Data:** You can ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.
- **Object to, or Limit or Restrict, Use of Data:** You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).
- **Right to Access and/or Take Your Data:** You can email us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form. GDPRinfo@guest-tek.com

8. Security

In order to protect information, we are ISO 27001 certified.

We have also updated our Privacy Policy which you can find [here](#) on our website