

PRIVACY POLICY

PortoBay Hotels & Resorts

The confidentiality of our customers' personal information is a fundamental commitment of the PortoBay Hotels & Resorts Group.

We have created this Global Privacy Statement ("Statement") to explain the practices of PortoBay Hotels & Resorts and its direct and indirect subsidiaries with regard to the personal information we collect from or about you when you visit www.portobay.com, through written and verbal communications exchanged with us, through information gathered when visiting one of our locations and from other sources.

Note that this Statement does not apply to our processing of personal information on behalf of third parties and subject to the instructions of these third parties, such as airlines, car rental companies and other service providers, companies that organise or offer travel packages, marketing partners or corporate customers.

1. Collection and processing of user data

We request personal data under various circumstances from a user ("User") of the website hosted at www.portobay.com ("Website"), i.e. information allowing the User to be identified or contacted ("Personal Data"): when making a reservation, registering at our Website, subscribing to a newsletter, becoming a member of our loyalty programmes, filling in the pre check-in form, sending us an email or sending us a solicited or unsolicited application form.

As a guest at our PortoBay & Resorts hotels, the Customer may, on different occasions, be asked to provide Personal Information on himself/herself or members of his/her family, such as:

- Contact information, e.g. name, nationality, telephone number, email address, address, etc.;
- Other personal information: date of birth;
- Information on children: name, date of birth and age;
- Cardmember numbers for any Prestige Club loyalty programme, or frequent passenger number for any associated PortoBay Hotels & Resorts partner;
- Dates of arrival and departure/accommodation at our hotels;
- Customer preferences and interests, e.g. type of room (smoking or non-smoking), preferred room location (lower floor, upper floor, etc.), type of bed, favourite newspaper, sports and cultural interests;

- Any questions/feedback the Customer may have during or after his/her stay at a PortoBay Hotel.
- Hospitality activities, such as:
 - Booking a hotel room;
 - Check-in and check-out;
 - Consumption while staying at a hotel, recorded through extra expenses;
 - Complaints, requests and/or disputes.
- Participation in marketing programmes:
 - Enrolment in PortoBay loyalty programmes;
 - Feedback on customer comments and/or surveys;
 - Contests;
 - Newsletter subscriptions to receive offers and promotions by email.
- Information provided by third-party service providers;
- Tour operators, travel agencies, e-GDS reservation systems;
- Internet activities:
 - Links to all PortoBay websites (IP addresses, session cookies);
 - Completion of a form to collect data online (e.g. online reservations, questionnaire, pre check-in, etc.).

2. Use and purposes of processing of user data

Personal data will be used:

- To publicise the hotel group's news and promotions. Customers may cancel their subscription to our email newsletter by clicking on the link in these newsletters.

We also identify technical information about your computer when you visit the pages of our website, such as the IP (Internet Protocol), operating system and type of browser (“Usability Information”). This information, which we use to enhance your visit to our website, will not be disclosed to entities beyond PortoBay Hotels & Resorts.

Usability Information and Personal Data are designated in this Privacy Policy as "User Data".

The User Data collected by Porto Bay Hotels & Resorts and by TravelClick (the supplier of the e-commerce platform) will not be shared with third parties without your consent, except as provided for in this Privacy Policy, for which you give your consent by accepting this Privacy Policy.

PortoBay Hotels & Resorts and TravelClick reserve the right to transmit any User Data in the event of the partial or total sale or transmission of the company or its respective assets, as well as between entities belonging to the Group. When User Data is transmitted to third parties, we

will make every reasonable effort to ensure that the recipient uses this User Data in accordance with this Privacy Policy.

3. Sharing of personal customer information

- Local authorities/internal investigations: we may also share information with local authorities in accordance with local legislation.

4. User data security

To ensure the security of User Data and the utmost possible confidentiality, we process your information in a completely confidential manner, in accordance with our internal security and confidentiality procedures and policies.

Whenever you are asked to provide credit card information, this communication is done through a secure connection via [thawte SSL](#) (Secured Sockets Layer).

We will also use [thawte SSL](#) (Secured Sockets Layer) in all pages where you are asked to provide personal information, meaning that your information will be sent via Internet in an encrypted format. You can check whether you are in safe mode by looking for a key or padlock icon in the lower right or lower left corner of your screen. In addition, the first characters of the website URL will be "https", showing that you are accessing a safe server.

5. Access to personal data

The PortoBay Group has means to ensure the User's access to his/her Personal Data. Please contact Porto Bay Hotels & Resorts if you wish to access your Personal Data.

6. Correction of personal data

Users have the right to request that their Personal Data be corrected at any time, either using the forms available at the website or by sending an email to info@portobay.pt, under the terms of the Privacy Policy.

7. Children's privacy

PortoBay Hotels & Resorts does not wish to obtain or receive personal identity information directly from minors; however, we cannot always determine the age of people accessing and using our websites. If a minor, as defined by applicable law, provides his/her data without the consent of his/her parents or guardian, we ask that the parents or guardian contact us so that we may remove this information and cancel any future marketing communications from Porto Bay to the minor in question.

8. Use of cookies

When you visit our website, a small text file (cookie) is created and saved in your computer hard drive. This file, when recognised, provides greater ease and speed in accessing the Website and personalising it according to your preferences.

Most browsers automatically accept these files (cookies), but may also delete or automatically block them. In the "Help" menu of your browser, you can learn how to do these configurations. However, if you do not allow the use of cookies, some features may not be available for you to use.

Cookies help us enhance your browsing experience when visiting PortoBay Group websites. This technical process mainly allows us to do the following:

- Adapt the scheme of our websites to the screen preferences of your device (language, resolution, operating system, etc.);
- Store certain information that you provide in our online forms, helping us to personalise future visits to our websites;
- Give you faster access to your personalised pages by storing session start-up data or information that you entered in the past;
- Gather statistics. These are primarily related to the number of times you visit our websites, and your use of the different services we provide (sessions and content viewed, links), with a view to improving their relevance and use;
- Deploy security measures (e.g. asking you to reconnect to a page or service after a given amount of time has elapsed);
- Offer you personalised content through ads which will likely be of interest (better offerings, other destinations, etc.).

9. Links to third-party websites

Our website and mobile applications may contain links to third-party websites. Note that we are not responsible for the collection, use, maintenance, sharing or disclosure of data and information by these third parties.

If you provide information to third-party websites, the privacy policy and terms of service of these websites shall apply. We recommend that you read the privacy policies of the websites visited prior to sending any personal information.

10. Changes to privacy policy

The PortoBay Group and TravelClick reserve the right to change this Privacy Policy at any time. If the Privacy Policy is changed, the date of the last change (shown at the top of this page) is also updated. In the case of major changes, a notice may be published at the Website as well.

11. Contact information/questions

If you wish to (i) ask questions/lodge complaints related to the Privacy Policy; (ii) correct your Personal Data; (iii) stop receiving commercial correspondence, including emails from the PortoBay Group; or (iv) withdraw your consent for the sharing of your Personal Data with third parties, please send an email to info@portobay.pt.

12. Promotion Conditions for the 5% code (FIRST)

The activation of this discount code implies the inclusion of your email on PortoBay's data base for future campaigns.