

# Privacy Policy

Operated by HeartLove s.r.o., based at Božejov 24, 394 61 Božejov. ID No.: 10916288.

Please take some time to read this information about the protection of your personal data.

## Why do we collect information?

Information is collected to facilitate the booking process between the customer and the accommodation provider. To offer you further services where you grant your consent to such offers and/or to help us improve this process for future use.

## For what purposes do we collect information?

- For the booking process itself or to facilitate it
- For statistics on the use of the system to enable us to improve it
- The information we collect is not used for any other purpose; in particular, the information is never passed on to third parties without your consent

## Who has access to some or all of the information collected?

- The accommodation provider, who will process your booking
- The provider of the website and booking form
- The relevant authorised institutions

## What access do we guarantee our visitors to the information collected about them?

Access to all collected information is available on request

If you suspect that our website or systems have collected incorrect information or if you want to contest any information, please contact us.

# Cookie terms

## What are cookies?

Cookies are small files that store information in your browser and are used to distinguish between individual users. However, the user cannot be identified on the basis of this information.

## What we use cookies for

- to ensure the proper functionality of our website, to enable you to complete the booking process as smoothly as possible.
- to determine which pages and functions visitors use most frequently.

## What cookies we use:

The cookies used on our site can be divided up into two basic types, depending on how long they last. “Session cookies”, which are only temporary and remain stored in your browser until you close it, and “persistent cookies”, which remain stored in your device for much longer, or until you remove them manually (the length of time cookies are stored in your device depends on the cookie settings and your browser settings).

In functional terms, the individual cookies can be classed as:

- conversion cookies, which enable us to analyse the performance of various sales channels
- tracking cookies, which, combined with conversion cookies, help us to analyse the performance of various sales channels
- remarketing cookies, which we use to personalize and target ad content
- analytical cookies, which help us to make our website more user-friendly, by understanding how visitors use it
- essential cookies, which are important for basic site functionality

Some cookies can collect information that is then used by third parties and which, for instance, directly facilitate our advertising activities (“third-party cookies”). However, you cannot be identified from this data.

The cookies we use help us to improve our website.

If you do not want to accept cookies, you can change your browser settings. The Help part of your browser explains how to change these settings. You can also visit [www.aboutcookies.org](http://www.aboutcookies.org), which contains comprehensive information about how to manage cookies in a wide range of browsers.

Please bear in mind that if you block cookies, you might not be able to make use of all the site’s features; in particular, you will be unable to use the booking system to complete your booking.