

Privacy Policy

One of STAY Management A/S overall goals is to maintain the highest level of security for our guests, customers and employees - this also applies when it comes to the protection of personal data.

STAY Management uses this policy too inform about how STAY Management A/S handles your personal information.

1. Data Manager

STAY Management A/S operates serviced design apartments in Copenhagen. STAY Management A/S (hereinafter referred to as STAY Management) is the data controller in relation to the personal information that you entrust us with.

STAY Management's contact information is:

STAY Management A/S
Islands Brygge 79A
2300 - Copenhagen S, Denmark.
CVR. NO .: 35851941
E-mail: info@staycopenhagen.dk
Phone: 72444434

STAY Management performs all handling of personal data in accordance with the applicable law.

STAY Management has taken the necessary steps to ensure that STAY is able to comply with applicable law so that we can provide the guest with the necessary assurance that we process personal information safely.

STAY Management supplies a wide range of services. For each service, there are separate terms and conditions, stated in the agreements or confirmation letters forwarded in connection with each booking.

When you order one or more of these services you submit your personal information to STAY Management, STAY Management agrees too processes that personal information pursuant to section 6, paragraph 1, of the EU General Data Protection Regulation.

2. How does STAY Management collect personal information?

STAY Management collects personal information as follows:

- When you choose to purchase and / or request one of STAY Management's services.
- From people who act on your behalf.
- On B2B market. This could be in a sales situation where offers are requested for one of STAY Management's services and / or a cooperation agreement is requested.
- Via browser cookies or web beacons.
- When using STAY Management's digital services.
- Upon enrollment at the STAY Management Club and when you subscribe to STAY Management's newsletters.
- From social media, advertising and analysis providers, as well as public records.
- Via video surveillance at one of our properties.

Collection of personal data, and the processing thereof, will always be in accordance with applicable law.

Video surveillance is installed as a security measure for both employees and guests.

Surveillance exists by the entrances and in public areas.

3. What information does STAY Management collect?

STAY Management collects the following personal information:

- Name, address, telephone number, e-mail address, date of birth and other general information.
- Credit card details - possibly as a guarantee of your reservation.
- Demographic information.
- User and booking history including the use of STAY Management's app, website, booking engine, and / or other digital services.
- The use of STAY Club.
- Feedback through our customer surveys.
- Feedback via physical and online based competitions.
- Feedback on social media and other digital platforms.
- Browser information.

You may, by expressing your consent, choose to provide STAY Management with personal information in addition to the general personal data that you consider to be of importance for security reasons and / or to allow STAY Management to specialize services specifically for you.

The information could for example be about:

- Disability
- Allergies
- Special food preferences
- Medical conditions

If you choose to share details of this nature with STAY Management, you are considered to have given STAY Management consent to register and store this sensitive information.

In addition to receiving information from yourself, STAY Management will in some cases receive information from third parties, for example; a group manager or a travel agent. In such cases, it is the responsibility of that third party to inform the relevant guests of STAY Management's terms, conditions, privacy and data processing policy. It is also the duty of the third party to obtain the necessary consent for the registration and processing of any sensitive information.

4. Online purchase by credit card

STAY Management uses the Danish Internet Payment System (Nets, Teller & Verifone incl.), DIBS (www.dibs.dk) in connection with your purchase of goods and credit card payment. Both DIBS and STAY Management are approved and certified by the Payment Systems of the Banks (www.pbs.dk).

5. What is the purpose of the collection?

STAY Management only collects personal information required as described in the separate terms and conditions of the individual services and in this privacy policy.

The individual service determines what personal information STAY Management collects, as well as the purpose of the collection.

STAY Management's purpose for collecting personal information may be one or more of the following:

- Processing your reservations and purchase of STAY Management services.
- To contact you before, during or after your stay, if necessary. (Bookkeeping act 5 years)
- To ensure compliance with your request for services.
- Improvement and development of STAY Management's services, incl. specific requests.
- Guest relation management.
- Compliance with legal requirements

6. The legal basis for the handling

Hereby an explanation of the legal basis on which STAY Management processes your personal information.

For example, STAY Management may process your personal information because it is necessary to fulfill a contract with you. STAY Management may process your personal information in order to carry out certain actions and / or preparations at your request prior to entering into a contract. The processing may also take place in case STAY Management needs to pursue a legitimate claim, unless your interests take priority.

Legitimate interests which STAY Management pursues include for example; the collection of statistics, customer surveys, interest-based marketing and analysis of general user behavior, too among other things improve your experience at STAY, and the quality of STAY Management's services.

If you inform STAY Management about special preferences and considerations such as health information, disability, religious beliefs, or similar, STAY Management uses the information to customize the service experience in accordance with your instructions, and your stay with STAY in general.

In some cases, STAY Management will receive personal information from third parties, for example, in connection with a group reservation and / or an individual overnight stay by a third party - such as an assistant, travel agent or similar.

In these cases, the person responsible for the group and / or the reservation is required to inform the affected guests of the STAY Management about the terms and conditions and the current privacy policy. STAY Management will inform you as soon as possible about who we have received your personal information from and when the information may be disclosed to third parties.

The processing of your personal information is imposed upon STAY Management by law. For example; in the case of guest registration at check-in, were the law requires certain personal data to be registered. If you do not wish to provide us with the required information, or wish to identify yourself as required, STAY Management will not be able to offer services.

7. Your rights

According to the EU General Data Protection Regulation, you have a number of rights.

The rights are as follows:

- You have the right to know what personal information STAY Management records about you.
- You have the right to be informed and updated with regards to the personal information STAY Management has registered about you.
- You have the right to have your personal data deleted. If you wish to have your data deleted STAY Management will delete all information about you that STAY Management is not required to keep by law.
- In case the processing of specific personal data is based on your consent, you have the right to withdraw that consent, which means that processing of that data then ceases, unless STAY Management is otherwise required to by law.

Access to your personal data processed by STAY Management may be limited for the protection of other people's privacy, business secrets and intellectual property rights.

By request to STAY Management, you may either receive a copy of your personal information, update your personal information, raise objections or request to delete or restrict the processing of your personal information.

You may also contact STAY Management if you believe your personal data is being processed in violation of the law, or other legal obligations.

**The request should be sent to:
STAY Management A/S
Islands Brygge 79A
2300 - Copenhagen S, Denmark.
KK@staymanagement.dk
Att .: Kim Karlsen**

STAY Management will as soon as possible following your request forward the requested information to your home address. In connection with requests about corrections and / or the removal of personal information, STAY Management will investigate whether STAY can identify the person concerned as the proper registrant, and that STAY Management is not obliged to keep the recorded information by law.

If you wish to complain about STAY Management's collection or processing of your personal information, please contact Datatilsynet, Borgergade 28, 5. Sal, 1300 Copenhagen K, email dt@datatilsynet.dk, tel. 33193200.

8. If you apply for a job at STAY Management

When you apply for a job at STAY Management, the information that you have given to STAY Management is processed in connection with your application.

Typically, it will cover general personal information such as name, address, telephone number and email address, educational background information, and current and previous employment information.

Your information will be kept securely for 6 month.

STAY Management maintains data processing agreements with all the IT suppliers concerned in accordance with the EU Data Processing Rules (GDPR).

Only relevant managers, HR department and IT administrators can access your information, by using personal logins/passwords.

If you are employed by STAY Management, your information is stored in accordance with STAY Management's personal data policy for employees, as stated in the STAY Management employee manual.

Applications from candidates who are not employed are generally kept for 6 months after the rejection is given. STAY Management collects the consent of the applicant for filing the application in the recruitment system.

In certain cases, STAY Management may disclose your personal information if required by law or by a court order.

STAY Management protects your personal information in accordance with the described measures under paragraph 7 of this Privacy Policy.

If you wish to access the information that STAY Management has recorded about you, either in connection with updating your information, or because you want STAY Management to delete your information, please contact STAY Management's HR department.

9. Storage and sharing of your personal information

STAY Management protects your personal information and has implemented internal security rules that contain instructions and actions that protect your personal information against unauthorized disclosure and against gaining access or knowledge by unauthorized persons.

STAY Management has established procedures for granting access rights to those of our employees who handle sensitive personal data, and data that reveal information about personal interests and habits.

STAY Management monitors the access through logging and supervision.

To avoid data loss, STAY Management is constantly backing up our data sets.

In case of a security breach that results in a high risk of discrimination, ID theft, financial loss, loss of reputation or other significant disadvantage, STAY Management will notify you of the security breach as soon as possible.

STAY Management's security procedures are regularly reviewed based on the latest technological developments.

In addition to STAY Management's internal systems, STAY Management uses external IT service providers, IT systems, payment solutions, etc. that will process your personal information. Such third parties will only process your personal data in accordance with the data processing agreements with STAY Management.

STAY Management is working continuously with all the relevant suppliers in accordance with the new EU Privacy Policy (GDPR) rules. This ensures a high level of protection of your personal information. Data processing agreements has been signed with the suppliers concerned.

In certain cases, STAY Management may also be required to disclose personal data by law or by decision of a public authority.

STAY Management deletes your personal information when STAY Management is no longer required by law to store the information, or when the purpose of the processing is done.

10. Cookies

STAY Management does not use cookies for STAY Management's digital services.

11. Contact

If you have questions, comments or complaints about STAY Management's processing of personal information, please contact:

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Islands Brygge 79A
2300 – København S, Danmark.
Att.: Kim Karlsen.
E-mail: kk@staymanagement.dk
Telefon: 72444434