

Terms and Conditions

Privacy Statement

The Harmonia Mundi accommodation unit is committed to protecting and respecting the confidentiality of the personal data entrusted to us. This document contains important information regarding how we use the data collected. It describes how we collect, use, process, and transmit the data you provide when accessing and using our booking system. Those who access and use our booking system will be referred to as "users" hereafter.

We invite users to carefully read this document titled "Privacy Statement." The user freely and voluntarily expresses their consent to provide their personal data or the data of third parties to the Harmonia Mundi accommodation unit.

By the terms "booking system," "booking engine," "system," "website," "platform," "application," "web application," "services," "online services," we refer to all online pages and services that we operate on the site <https://harmonia-mundi.pynbooking.direct/>, except for cases specified otherwise. By accessing the platform and providing us with data, you consent to the terms outlined in our Privacy Statement as described in this document. The statement may change from time to time, so we recommend checking it accordingly to ensure you are up to date with the latest version.

Terms Used

By the terms "we," "our," "ours," "us," we refer to the Harmonia Mundi accommodation unit.

Data Controller: The Harmonia Mundi accommodation unit operates the booking system through a data processor, as explained below. Under the GDPR regulations, the accommodation unit is the data controller and the one who determines the purpose and means of data processing.

Harmonia Mundi Accommodation Unit

Company: SC Davant Food SRL

Address: Vlaha, Principala 424F

CUI: RO 47497357

Registration Number:

Data Processor

PYNBOOKING operates the booking system for the Harmonia Mundi accommodation unit and is committed to protecting the confidentiality of the data provided by the users of the system.

PYNBOOKING is the data processor.

PYNBOOKING is authorized by the Harmonia Mundi accommodation unit to process data on its behalf.

PYNBOOKING NET SRL

Address: Bucharest, Str. Decebal, Nr. 12

CUI: RO 32956788

PYNBOOKING is a hotel management tool used by those who own and/or manage accommodation units, enabling users to make and manage online bookings. This document refers to the processing of personal data collected by accommodation units that use the PYNBOOKING booking system.

1. What types of personal data are requested from users

Accommodation units using PYNBOOKING as a booking engine or management software collect and store the information provided by users when making a reservation. Users are required to provide their name, address, phone number, and email address, financial data for payment processing when pre-payment is made, and the names of accompanying guests.

This may also include the IP address. This information is necessary, mandatory (unless otherwise specified in dedicated fields), for processing the request made by the user and is stored in the PYNBOOKING system for the purpose of processing the reservation. If the user refuses to provide this information, the request cannot be fulfilled. Users may be contacted by those managing the accommodation unit regarding the reservation. Their

personal data is also stored after the stay, but it will only be kept as long as necessary in accordance with legal obligations.

2. Personal data processed directly by third parties

If users provide financial information (bank card details), this will be processed directly by certified suppliers with PCI level 1 certifications (euplatesc.ro, paypal, authorizes.net).

3. Personal data of third parties (reservations for companions, friends, family members, etc.)

In the event that the user provides data of a third party, it is presumed that they have the consent of the third party and have communicated the information contained in this Privacy Statement. The data controller and processor are exempt from any liability in this regard. However, we may perform additional checks, adopting appropriate measures in accordance with the applicable law.

4. Purpose of using personal data

Depending on the user's requests, the collected data will be processed for the following purposes:

- Managing the bookings made, including payment processing (when applicable) and handling user requests and preferences
- Managing user enrollment in loyalty programs and obtaining membership status
- Contacting users for the purposes listed here
- Sending personalized commercial offers via electronic means if the user has consented
- Managing additional services
- Conducting surveys and evaluations regarding the quality of the services offered

5. Duration of retention of personal data

Data is retained for the period necessary to fulfill the objectives listed above, unless it needs to be kept for a longer period as permitted by law or unless the user requests its deletion by withdrawing consent. Criteria for determining the duration are:

- The period during which the user has a relationship with the data operator, during which they provide services (for example, the period during which the user has an account in the booking system or uses its services or the period before the stay)
- In cases where there is a legal obligation (certain laws require the data operator to keep transaction data for a specified period before they are allowed to delete it)

6. Use of users' social media accounts

In the event of registration or login through a user account on a social media platform, we may collect and access various information from the user's profile on that social network for internal administrative purposes and/or the purposes mentioned earlier.

7. Security Procedures

In accordance with the General Data Protection Regulation (GDPR), PYNBOOKING ensures the reasonable implementation of necessary procedures to prevent unauthorized access and improper use of personal data. We use appropriate systems and procedures to protect and maintain the safety of the information transmitted to us. Additionally, we

implement technical and security procedures and physical restrictions to prevent access to and use of personal data from our servers. Only authorized personnel have access to personal data, and this access is granted only during the fulfillment of their job duties. The data is processed in such a way as to ensure its security and mitigate the risk of it being altered, lost, processed, or accessed illegally, depending on the technology used, the nature of the stored information, and the risks to which it is exposed.

8. User Control and Rights over Personal Data

Users have the right to access the data stored by the accommodation units where they made reservations via the PYNBOOKING system. To do so, the user must contact the accommodation unit where the reservation was made through the PYNBOOKING system.

Users have the right to request the deletion of the data they have provided at any time.

Users have the right to modify any incomplete or invalid data.

Users have the right to request the deletion of their data when it is no longer necessary for the purposes for which it was collected and stored.

Users have the right to confirm the revocation of their consent.

Users have the right to obtain the limitation of data processing when the conditions for personal data processing regulations allow it.

Users have the right to request the portability of their data.

Users will also be informed that they may file a complaint regarding the protection of their personal data with the relevant authorities at any time.

9. Reviews, Ratings, Feedback

Users may be asked to provide feedback regarding the quality of accommodation services once their stay has concluded, with the aim of improving the services. The user's email address will be used for this purpose.

If the user submits a review, it may be published on the accommodation unit's website, Facebook page, Twitter, or Google Plus. No details about the user's identity will be published. Storing users' information may be necessary to fulfill the accommodation unit's obligations towards them.

10. Legitimate Interest in Processing User Data

We may use users' information for legitimate purposes such as administrative purposes, fraud detection, or legal purposes.

The processed data we request for the purposes listed above cannot be used without the user's consent. Additionally, if the user withdraws their consent, this will not affect the legality of the previous processing of their data. To revoke consent, the user must contact us through the previously mentioned channels. Similarly, in cases where data processing is required to fulfill a legal obligation or to execute a contractual relationship between us and the user, the processing of data will be legitimate as it is necessary to achieve those objectives.

11. Cookies

The term "cookie" refers to a small amount of information placed in the web browser of the computer or mobile device used by the users. Cookies are used to facilitate the booking process and contain information such as searched data and the language in which the booking is made. There is a difference between temporary cookies and long-lasting ones. Temporary cookies exist only until the web browser is closed. Long-lasting cookies are used for a longer period and are not automatically deleted when the browser is closed. We use long-lasting cookies in Google Analytics to analyze traffic and visitor behavior. By using the PYNBOOKING website or making bookings through PYNBOOKING, you consent to the use of cookies as described above.

12. Use of Services by Minors

The services are not intended for individuals under the age of 18, and we do not request them to provide personal data.

13. Disclosure of Personal Data

Personal data will be used and disclosed in the following cases:

- To comply with applicable laws, including laws in the user's country of residence
 - To respond to a request in the case of legal proceedings
 - To respond to requests from governmental authorities, including authorities outside the user's country of residence, and to fulfill national security requirements
 - To enforce the terms and conditions
 - To protect the rights, privacy, and safety of our data, our users, and third parties
- We may also use and disclose Other Data for any purpose unless prohibited by current legislation. In some cases, we may combine Other Data with personal data (for example, the user's name with their location). If we do so, we will consider and treat the data resulting from this combination as personal data while the combination process is being carried out.

14. User's Obligations

The user guarantees that they are legally responsible, of sound mind, and that the information provided is true, valid, complete, and up to date. The user is solely responsible for the accuracy of the data communicated and agrees to update the information when necessary.

The user agrees to inform third parties whose personal data they provide, when applicable, about the information in this document. The user also agrees to obtain approval from third parties regarding the provision of personal data for the purposes presented above.

The user is responsible for any false or invalid information provided through the website and for any direct or indirect damages caused thereby to us or to third parties.

General Terms & Conditions

The website **www.castellumharmoniamundi.ro** is a commercial site that allows room reservations at the pension.

Using, including visiting and purchasing tourist services on the website

www.castellumharmoniamundi.ro, implies acceptance of the terms and conditions detailed in the following provisions:

Accommodation:

Accommodation for each person is done by completing the reservation form based on an identity document.

Reservation:

To make a reservation, please complete the reservation form on the website or contact the reservation service by phone: +40 787356555 or by email: contact@harmonia-mundi.ro

Rates:

These vary depending on the time of year (season, off-season), the type of room chosen, and the number of persons.

Payment Methods:

Online payment with a credit card via EuPlatesc (Visa/Maestro/Mastercard).

If you choose the "Online payment via credit card" method, you will need to complete a form with your card details on the secure page of the payment processor.

Payments with Visa and MasterCard credit/debit cards (Visa/Visa Electron and MasterCard/Maestro) are processed through the "3-D Secure" system developed by the organizations ensuring online transactions, providing the same level of security as transactions made at an ATM or in a physical store.

"3-D Secure" ensures that no information related to your card is transferred or stored at any time on the store's servers or the payment processor's servers; this data is directly entered into Visa and MasterCard systems.

No commission is charged for payments via credit card.

Security:

We are not responsible for items forgotten, lost, or allegedly stolen within the pension premises, terraces, or conference rooms.

Parking:

HARMONIA MUNDI Pension provides parking for each guest. Please do not leave valuable items in your car, as we are not responsible for them.

Special Needs:

We strive to provide the best conditions for people with special needs. Some areas of our pension are accessible to people with disabilities. If you have special needs of any kind, please notify us in advance so we can offer you the most pleasant stay possible.

Pets:

Pets are allowed at HARMONIA MUNDI Pension, with a cleaning fee of 50 lei per day.

Facilities:

We offer the opportunity to relax in the Nordic Spa area (Jacuzzi and sauna). This facility incurs an additional cost of 300 lei per reservation for a maximum of 2 hours, not per person. Please notify us of your intention to access the Spa area 24 hours in advance.

Visitors:

You can receive visitors in your room between 08:00 and 21:00 at no additional cost. If you receive guests between 22:00 and 08:00, they will need to pay the rate difference and register at the reception.

Confidentiality:

We will never use your personal data without your prior consent.

Environmental Protection:

Environmental protection is a constant concern. Towels are changed every 2 days of accommodation, and bed linen every 3 days, or upon the client's request. To signal your desire to change linen or towels, please contact us.

Responsibilities:

The client is responsible for any damages caused to other clients, staff, buildings, furniture, and hotel equipment if the fault/intent can be attributed to them. The pension's responsibility does not extend to vehicles or their cargo.

Behavior:

We reserve the right to refuse accommodation to clients who are intoxicated, under the influence of drugs, disrespectful, or violent, who, through their behavior, damage the pension's image or disturb other guests.

Loyalty:

We reserve the right to grant bonuses and discounts to foster customer loyalty.

Final Clauses:

We consider that every client accessing any service provided by the HARMONIA MUNDI accommodation complex is aware of the above-mentioned terms and conditions and has tacitly accepted them. The pension's policy can be modified at any time without notice.