



Hotel “JELGAVA” Privacy Policy

Last revised on August 1, 2025

Hotel “JELGAVA” is operated by SaintR Hospitality SIA. The company, SaintR Hospitality SIA, is committed to protecting and respecting your privacy. This privacy policy explains how SaintR Hospitality SIA handles personal data. This privacy policy applies to the services offered by SaintR Hospitality SIA Hotel “JELGAVA”.

1. Definitions

A customer is any natural person who uses, has used or has expressed a desire to use any services of SaintR Hospitality SIA Hotel “JELGAVA, including guests, visitors to the office and hotels of SaintR Hospitality SIA Hotel “JELGAVA and visitors to the website maintained by SaintR Hospitality SIA Hotel “JELGAVA”. Personal data is any information relating to an identified or identifiable natural person (“data subject”). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, surname, identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Processing is any operation or set of operations which is performed upon personal data or upon sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

2. Personal data controller and its contact information

2.1. The personal data controller is SaintR Hospitality SIA (hereinafter referred to as the Controller), single registration no. 40203658043, registered office: Lielā iela 6, Jelgava, LV-3001, Latvia, telephone: +37163026193, website: www.hoteljalgava.lv;

2.2. Contact information of the Data Protection Officer of the Controller in matters related to the processing of personal data: info@hoteljalgava.lv.

3. Applicable legal acts

3.1. Regulation No. 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as the GDPR);

3.2. Law on the Processing of Personal Data (Promulgated on 4 July 2018).

4. SaintR Hospitality SIA Hotel “JELGAVA” Privacy Policy

4.1. The Privacy Policy ensures that SaintR Hospitality SIA hotel “JELGAVA” Personal Data is processed lawfully, fairly and transparently. The Policy applies to any processing of personal data, namely, regardless of the form and/or environment in which the Client provides personal data (on the Internet websites maintained by SaintR Hospitality SIA hotel “JELGAVA”, on paper, electronically or by telephone) and in the relevant systems or in paper form they are processed.

4.2. With regard to specific types of data processing (for example, processing of data obtained as a result of video surveillance, etc.), additional, specific provisions may be established, of which the Client is informed at the time when he provides the relevant data to SaintR Hospitality SIA hotel "JELGAVA".

4.3. SaintR Hospitality SIA hotel "JELGAVA" processes Personal Data for the provision of services and the sale of goods in order to ensure the fulfillment of contractual obligations between SaintR Hospitality SIA hotel "JELGAVA" and the Client, as well as in the legitimate interests of SaintR Hospitality SIA hotel "JELGAVA", for example, for business planning and analysis, provision of information to state administration institutions and operational entities in the cases and to the extent specified in external regulatory enactments, as well as for other specific purposes, of which the Client is informed at the time when he provides relevant data to SaintR Hospitality SIA hotel "JELGAVA".

4.4. SaintR Hospitality SIA hotel "JELGAVA" does not disclose Personal Data or any other information obtained during the provision of services or the sale of goods to other persons, except:

4.4.1. SaintR Hospitality SIA hotel "JELGAVA" to cooperation partners who provide external services necessary for SaintR Hospitality SIA hotel "JELGAVA". In such cases, SaintR Hospitality SIA Hotel "JELGAVA" carefully checks all external service providers (personal data processors) who process Personal Data on behalf of and on behalf of SaintR Hospitality SIA Hotel "JELGAVA" so that the processing of Personal Data takes place exclusively in accordance with the tasks, instructions, instructions and legal requirements of SaintR Hospitality SIA Hotel "JELGAVA";

4.4.2. in accordance with the Client's clear and unambiguous consent;

4.4.3. to persons specified in regulatory enactments upon their justified request in accordance with the procedure and to the extent specified in regulatory enactments;

4.4.4. in cases specified in regulatory enactments for the protection of the legitimate interests of SaintR Hospitality SIA Hotel "JELGAVA", for example, when applying to court or other state institutions against a person who has infringed the legitimate interests of SaintR Hospitality SIA Hotel "JELGAVA".

5. Personal data categories, processing purpose and legal basis

Purpose of processing	Categories of personal data	Legal basis
Hotel service provision	– first name, last name, personal identification number or birth data, citizenship (national affiliation), gender; – telephone number; – electronic mail address; – credit card number	Article 6(1)(f) of the Regulation (legitimate interests)
Hotel service provision	– personal identification document (passport or identity card) data	Article 6, paragraph 1, subparagraph c) of the Regulation (legal obligation to identify the client), Article 11, paragraph 7 of the Tourism Law
Parking your vehicle in the hotel parking lot	– vehicle license plate	Article 6(1)(f) of the Regulation (legitimate interest)
Provision of catering services	– first name, last name; – personal identification number or birth data	Article 6(1)(b) of the Regulation (performance of the contract)

Provision of catering services	– account number	Article 6, paragraph 1, subparagraph c) of the Regulation (legal obligation to include relevant details in the invoice)
Provision of catering services	– telephone number; – electronic mail address	Article 6(1)(f) of the Regulation (legitimate interest)
The controller's employment legal relations and personnel selection and establishment of employment relations.	– first name, last name, personal identification number – telephone number; – electronic mail address; – account number – residential address	Article 6(1)(b) of the Regulation (legitimate interest)
Prevention or detection of criminal offences related to the protection of property and the protection of the vital interests of persons, including life and health, ensuring safety, order and the fulfillment of obligations.	– video of a person	Article 9(1)(f) of the Regulation (legitimate interests)

6. Data security

The controller ensures that the personal data of the data subject are processed in accordance with the following principles:

- lawful and fair processing of personal data;
- processing of data only for relevant purposes explained to the data subject;
- data minimisation (processing only to the extent necessary);
- data accuracy;
- data storage for no longer than is necessary for the purposes of processing;
- data security and confidentiality.

7. Customer's rights as a data subject

7.1. Right to information, namely the right to receive information about whether SaintR Hospitality SIA hotel "JELGAVA" processes Personal data and, if so, to receive information about your Personal data that is being processed and why it is being processed.

7.2. Right to access your data, namely the right to request access to your Personal data and receive your Personal data that is stored by SaintR Hospitality SIA hotel "JELGAVA" and that is being processed in one of the most commonly used electronic formats.

7.3. Right to rectify data, namely the right to request rectification of your Personal data if it is inadequate, incomplete or incorrect.

7.4. Right to erase data, namely the right to request the deletion of your Personal data, for example, if the Personal data is no longer necessary for the purpose for which it was collected, or the Personal data has been processed unlawfully.

7.5. The right to restrict processing, namely the right to restrict the processing of your Personal data in accordance with applicable laws and regulations, for example, while SaintR Hospitality SIA Hotel "JELGAVA" is assessing whether you have the right to erasure of your Personal data.

7.6. The right to data portability, namely the right to receive your Personal data stored by SaintR Hospitality SIA Hotel "JELGAVA" in a structured, commonly used and machine-readable format and to transmit them to another Service Provider.

7.7. The right to object to data processing, namely the right to object to the processing of your Personal data carried out in the legitimate interests of the Service Provider.

7.8. The right to file complaints about the processing of Personal data with the Data State Inspectorate (www.dvi.gov.lv), if the processing of Personal data violates the rights and interests of the person in accordance with applicable regulatory enactments.

7.9. Upon receiving the Client's request for the exercise of his rights as a data subject, SaintR Hospitality SIA hotel "JELGAVA" shall verify the Client's identity, evaluate the request and execute it in accordance with regulatory enactments. SaintR Hospitality SIA hotel "JELGAVA" shall send a response to the Client by post to the contact address specified by him in a registered letter, an electronically signed response by e-mail at the Client's request, taking into account, if possible, the method of receiving the response specified by the Client.

8. Customer's obligations as a data subject

8.1. The data subject is responsible for providing true, valid and complete data both when concluding a contract (ordering a service) and during the performance of the contract (during the provision of the service).

8.2. In the event of changes in personal data, the data subject is obliged to immediately inform SaintR Hospitality SIA hotel "JELGAVA" by sending written information to the electronic mail address referred to in paragraph 9 of these regulations or to the legal address of SaintR Hospitality SIA hotel "JELGAVA".

9. Geographical area of data processing.

Personal data will be processed in the European Union/European Economic Area.

10. Data retention period

10.1. For data processed in accordance with regulatory enactments, the storage period is determined in accordance with the regulatory enactments regulating the storage period of documents.

10.2. Data processed by the Controller on the basis of the data subject's consent are stored in accordance with the purpose of the processing or until the data subject withdraws their consent, or until the data subject requests that these data be deleted.

10.3. Data processed in accordance with the Controller's legitimate interest are stored in accordance with the purpose of the processing, as well as until the period specified in legal provisions.

10.4. The Controller may exercise its legitimate interests (for example, to file objections or bring a lawsuit in court, accounting laws, etc.).

10.5. Video recordings are stored for 14 days.

11. Cookies

A cookie is a small text file that a website stores on your computer or mobile device when you open it. A cookie helps the website remember the settings you have set (such as language, loaded images, display settings, etc.) with which you have chosen to view the website, so that you do not have to specify and reload them each time.

This data is used to:

- remember your screen settings (such as language, font size, etc.);

- obtain statistical data (such as how you got here, number of visitors, time spent, etc.) in order to improve and optimize the operation of the website; - ensure that advertising is displayed on other websites that is relevant to your needs.

Types of cookies:

1) Functional cookies (first-party cookies), which are necessary for the website to be able to perform its functions and not forget you every time a new action is performed, for example, language settings, entered text or when opening the website again, it would be able to load content faster than the first time it was opened.

2) Analytics and advertising cookies (third-party cookies). The website uses analytics programs – Google Analytics and Yandex Metric. These programs use cookies, allowing us, as the website administrator, to analyze what content on the website is used most often, through which search engine the user has arrived and how he is able to navigate the website. The information obtained is used to make appropriate improvements to the website in order to make navigation more convenient and the content of the website more relevant to the user's interests.

In addition, the website may use services such as Google Adwords to provide advertising that meets the user's preferences. Youtube to provide video content or links to other websites. Facebook, Instagram to offer the opportunity to view content from these social accounts or share website content on them. All of these services use cookies to obtain statistical data and find out what the most popular search trends are. These third-party cookies are beyond our control.

Cookies are stored on your device for a period of time or until you manually delete them.

If you wish, you have the option to control or delete cookies from your device. You have the option to disable the use of cookies in your browser settings. However, please note that some services and website functions may not work.

Information related to cookies is not used to personally identify you.

These cookies are used solely for the purpose specified in these terms.

Read more about cookies here: www.aboutcookies.org

12. Video surveillance

The Controller performs video surveillance and processes personal data when the data subject visits the Controller's service provision locations, both for your personal safety and the safety of our employees, customers and property. After the expiration of the storage period for video surveillance records, the Controller ensures complete deletion of the data, unless they have been previously requested or criminal offenses or other security violations have been detected. If the data have been previously requested by competent state or municipal institutions or security violations have been detected, the data are stored until the relevant purpose is achieved.

13. Privacy Policy Changes

The Controller has the right to regularly improve or supplement the privacy policy. The Controller recommends that the data subject visit this section of the website regularly to find out the latest information on our website www.hoteljelgava.lv.

14. Contact information

The client may contact SaintR Hospitality SIA Hotel "JELGAVA" regarding issues regarding personal data protection, including withdrawal of consent, requests, exercise of data subject rights and complaints regarding the processing of personal data.

Contact information of the person responsible for personal data protection at SaintR Hospitality SIA hotel "JELGAVA": e-mail info@hoteljalgava.lv, Lielā iela 6, Jelgava, LV-3001.