

## **AKWADOR GUEST HOUSE AND GDPR (General Data Protection Regulation) COMPLIANCE**

### **What data do we hold on our Guests?**

- 1) We hold a copy of your Passport/ID card/Driving Licence (whatever was furnished by you as proof of identification) on our files.
- 2) Payment Credit Card details as provided by yourself at time of booking in order to reserve your accommodation.

### **Why do we hold this data?**

- 1) Identification details are specifically required for us to determine the guest name and date of birth in order to charge the Environmental Tax. We are obliged to prove to the Malta Tourism Authority and VAT office that the guest was over 18 and required to pay €0.50 per person per night (up to a maximum of 10 nights). Equally, if the guest is under 18 years of age, we can prove that we were justified in not collecting the tax.
- 2) Payment Credit Card details are usually held on third Party secure sites and not physically by Akwador Guest House. E.g. Credit card details are made available to us for the specific event of taking a deposit or a cancellation fee. This is not to be confused with card details of the credit card that may be used by the guest (often a different card) which are entered into the POS terminal to facilitate payment – no details of this card are kept other than a receipt showing the last 4 digits of the card.

### **How long do we hold this data?**

- 1) The Environmental Tax regulations stipulate that recorded information to facilitate the collection of tax is to be kept for 5 years. We archive each year's data in a secure place for the duration.
- 2) As stated previously, we do not actually hold Payment Credit card data, it is made available to us for a limited period by the booking agencies and then removed following the completion of your stay.

### **Do you use your data for any other commercial use?**

In some instances, mainly on Direct Bookings, we also have the guest's email address and telephone numbers. We will never use this information to target or solicit further business.

Where the guests came via an agency, we usually only have email addresses that work via the agency website, but we sometimes may have the client's telephone number if this is held on their system. Once again, we will never use this information to target or solicit further business.

Any communication with our guests when they have completed their stay is always based on having been re-approached by the guest first.