

Privacy Policy

At **Costa Mediterranea**, accessible from <https://laposata.dk/>, the privacy of our visitors is one of our main priorities. This Privacy Policy document outlines the types of information we collect and how **Costa Mediterranea** uses it, in compliance with the European Union's General Data Protection Regulation (GDPR) and the Danish Data Protection Act.

If you have additional questions or require more information about our Privacy Policy, please do not hesitate to contact us.

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Information We Collect

We only ask for and collect personal information that is necessary for clear and stated purposes.

- **Direct Contact:** If you contact us directly via phone or email, we may receive information such as your name, email address, phone number, and the contents of the message you send us.
- **Bookings/Accounts:** If you use our website to make a reservation or register for an Account (if applicable), **Costa Mediterranea** collects contact information such as your name, email address, and phone number required to confirm and manage your booking or account.

How We Use Your Information

Costa Mediterranea uses the information we collect in various ways to operate and improve our services, including to:

- Provide, operate, and maintain our website.
- Manage your reservations, orders, or accounts.
- Improve, personalize, and expand our website and services.
- Understand and analyze how you use our website (via analytics).
- Communicate with you, including for customer service and to provide updates related to your bookings or our services.
- Send you marketing emails, only where explicit consent has been provided.
- Find and prevent fraud.

Log Files, Cookies, and Analytics

- **Log Files:** **Costa Mediterranea** follows a standard procedure of using log files provided by our hosting company. The information collected includes IP addresses, browser type, ISP, date and time stamp, and referring/exit pages. This data is used for analyzing trends and administering the site.

- **Cookies:** Like almost all websites, **Costa Mediterranea** uses 'cookies'. These cookies store information about visitors' preferences and the pages visited. This information is used to optimize the user experience by customizing web page content based on browser type and other information.
- **Analytics:** We use third-party analytics services (such as Google Analytics) to understand how our visitors interact with the website.

Third-Party Data Processing

We may engage with third-party service providers (such as website analytics, email marketing platforms, or online booking software) to process data on our behalf. Our Privacy Policy does not apply to their own separate policies. We advise you to consult the respective Privacy Policies of these third parties.

Costa Mediterranea does not have access to or control over any tracking technologies used by third-party advertisers. You can choose to disable cookies through your individual browser options.

Children's Information (GDPR-K)

We understand the importance of protecting children's data. **Costa Mediterranea** does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you believe your child has provided this kind of information on our website, we strongly encourage you to contact us immediately, and we will promptly remove such information from our records.

GDPR Data Protection Rights

We want to ensure you are fully aware of all your data protection rights under GDPR. Every user in the EU is entitled to the following rights:

- **The right to access:** You have the right to request copies of your personal data we hold.
- **The right to rectification:** You have the right to request that we correct any information you believe is inaccurate or incomplete.
- **The right to erasure:** You have the right to request that we erase your personal data, under certain conditions.
- **The right to restrict processing:** You have the right to request that we restrict the processing of your personal data, under certain conditions.
- **The right to object to processing:** You have the right to object to our processing of your personal data, under certain conditions.
- **The right to data portability:** You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, **Costa Mediterranea** has one month to respond to you. Please contact us if you would like to exercise any of these rights.