



Privacy and Cookie Policy

1. Introduction

1.1. We are committed to safeguarding the privacy of our website visitors, customers, and service users.

1.2. This policy applies where we act as a data controller regarding the personal data of our website visitors and service users; that is, where we determine the purposes and means of processing personal data.

1.3. By using our website and services, you agree to the collection, use, and processing of your personal data as described in this policy. For further clarity, you can reach out to us directly (details provided in Section 12).

1.4. Our website incorporates privacy controls. Using these controls, you can opt to receive or decline direct marketing communications, manage your cookie preferences, and limit the processing or publication of your data. You can access the privacy controls via the forms available on our website.

1.5. Our website uses cookies to improve user experience, personalize content, and track site performance. By consenting to cookies upon entering the site, you agree to their use as outlined in this policy.

2. Updates to This Policy

2.1. We may update this policy periodically to reflect legal or operational changes. The latest version will always be available on our website.

2.2. For major updates, we may notify you by email or through our website notification system.

3. Personal Data We Collect We may collect, store, and use the following types of personal data:

3.1 Usage Data: Information about your website usage, including IP address, location, browser type, referral source, page visits, and interaction patterns. This data is collected using analytics software (e.g., Visitor Analytics or similar providers) for site improvement. Legal basis: Consent.

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3.2 Service Data: Information provided when you engage with our services, such as booking details, inquiries, or account registrations. Legal basis: Contractual necessity.

3.3 Enquiry Data: Data submitted through contact forms or email inquiries for information about our services. Legal basis: Legitimate interest or pre-contractual activity.

3.4 Customer Relationship Data: Communication history, preferences, and information about your interactions with us. Legal basis: Legitimate interest in effective communication and service delivery.

3.5 Transaction Data: Information regarding transactions made on our website, including billing details and order history. Legal basis: Contractual necessity and legitimate interest in financial recordkeeping.

3.6 Publication Data: Any content you post on our website (e.g., reviews, comments, or uploads). Legal basis: Contractual necessity.

3.7 Correspondence Data: Communication records (e.g., emails, inquiries, or website messages). Legal basis: Legitimate interest in maintaining records.

3.8 Photo Credit Information: If you provide or post photos, proper credits will be maintained. Current sources for images include:

- Exclusive Meganisi photos
- Personal staff photos
- Unsplash
- Wix

3.9 Sensitive or Special Category Data: We do not collect sensitive personal data unless explicitly provided by you for contractual or legal compliance reasons.

4. Use of Personal Data We use your data for the following purposes:

- To provide services you have requested.
- To manage bookings and customer relationships.
- To personalize your experience on our website.
- To respond to inquiries and provide customer support.
- To send you marketing communications (where permitted).
- To improve and secure our website and services.

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- To comply with legal obligations or resolve disputes.

5. Data Sharing We may share your data:

5.1 With third-party service providers, including payment processors, analytics tools, or booking platforms, as necessary to deliver our services.

5.2 With legal or regulatory authorities, when required by law or to protect our legal rights.

5.3 With insurance providers or advisors to manage risks or claims.

5.4 Financial transactions are handled securely by our payment providers, who are GDPR-compliant.

6. Retention Periods 6.1. Personal data will only be retained for as long as necessary for the purposes described in this policy.

6.2. Specifically:

- Transaction and booking data: Retained for a minimum of 12 months and a maximum of 5 years.
- Inquiry and correspondence data: Retained for 2 years unless required for ongoing interactions.

6.3. Data may be retained longer where necessary for legal compliance, dispute resolution, or legitimate interests.

7. Your Rights Under applicable data protection laws, you have the following rights:

7.1 **Access:** Request a copy of your personal data. 7.2 **Rectification:** Correct inaccurate or incomplete data. 7.3 **Erasure:** Request the deletion of your personal data in specific circumstances. 7.4 **Restriction:** Request to restrict processing of your data. 7.5

Objection: Object to processing based on legitimate interests or for direct marketing.

7.6 **Data Portability:** Receive your data in a machine-readable format. 7.7 **Withdrawal of Consent:** Withdraw consent where processing relies on it. 7.8 **Lodge a Complaint:** File a complaint with a data protection authority if you believe your rights have been violated.

To exercise any of these rights, please contact us at the details in Section 12.

8. Cookies

8.1. Cookies are small files stored on your device to enhance your browsing experience.

8.2. Types of cookies we use:

- **Essential Cookies:** Necessary for the website to function.
- **Analytics Cookies:** Track website usage to help us improve functionality.
- **Personalization Cookies:** Store preferences to tailor your experience.
- **Advertising Cookies:** Deliver targeted ads and promotions.

8.3. You can manage your cookie preferences via your browser settings or the cookie consent tool on our website.

9. Security of Personal Data 9.1. We implement industry-standard security measures to protect your data.

9.2. While we strive to ensure data protection, no transmission over the internet is entirely secure. You acknowledge this risk by using our website.

10. Third-Party Websites Our website may include links to external websites. We are not responsible for their privacy practices.

11. Children's Privacy Our services are not intended for children under 16, and we do not knowingly collect data from them.

12. Contact Us If you have questions about this policy or wish to exercise your rights, please contact us:

Business Name: Exclusive Meganisi

Address: Vathy Bay, Meganisi, Ionian Islands, Greece, 31083

Email: info@exclusivemeganisi.com

Phone: As published on our website

Data Protection Officer: Rebecca Telford

EOT LICENCE 0831E60000037801

This policy was last updated on 01/01/25.

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