

Privacy Policy

Contact Information

If you have any questions or suggestions regarding our Privacy Statement, please contact us at:

Email: villaduomo@yahoo.com

Postal Address:

Hotel Villa Duomo
Stari Grad 358,
85 330 Kotor
Montenegro

PRIVACY STATEMENT

We understand that making purchases online involves a great deal of trust on your part; we take this trust very seriously. This Privacy Statement describes the ways in which we will use the data you provide through this website ("www.villaduomo.com"), which is owned and operated by Bojanić Tatijana. Please note that this Privacy Statement is an integral part of our website and the services offered to you and cannot, in any way, be separated from the Terms and Conditions of Use or from the membership, usage or transaction process. By providing information through this site, you indicate your acceptance of the practices described in this Privacy Statement.

If you have questions or concerns regarding this statement, you should contact us on our e-mail address.

Information Collection and Use

Reservation Orders

When you book a reservation through our website, we ask you to provide personally identifiable information by filling out and submitting an online customer profile form. This information includes: your name, home or work telephone number, fax number, email address, and your credit card number, expiration date and CVC code. We use this information to process and book your reservation and to notify you of your reservation status by email or fax.

We also ask you for personally identifiable information about other people for whom you are booking reservations. You should obtain permission from these individuals to provide us with their information. We use this information to reserve the room with the hotel or other accommodation, and, if you so request, to send each person an email notification of the reservation

We may receive information about you from third-party sources and add it to your account information. This information may include: updated delivery and address information from third parties, which we use to correct our records and facilitate proper delivery of our services and communications; information about travel purchases made on websites owned by affiliated companies (such as booking.com), which we use to better understand your travel needs; and credit history information from credit bureaus, which we use to help prevent and detect fraud.

The term "sensitive information" refers to information related to your racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background or trade union membership. We do not generally collect sensitive information unless it is volunteered by you. We may use health data provided by you exclusively to serve you better and meet your particular needs.

Cookies

Cookies are small pieces of information stored on your computer tied to information about you. We use both session ID (or temporary) cookies, which terminate when you close your browser, and persistent cookies, which are stored on your hard drive.

We use cookies for several reasons. For example, cookies allow you to login without having to type your login name each time, allowing you to simply provide your password to access the system. Cookies also enable us to track and target the interests of our users to enhance the experience on our website. Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. If you choose to reject cookies, you may still use our website; however, your access to some areas of our website will be limited.

A cookie file also may be placed on your hard drive by our third-party advertising companies. These companies may use aggregated statistics about your visits to this and other websites in order to provide advertisements about travel-related goods and services that you may be interested in. We do not have access to or control over these cookies that may be placed by third-party advertisers. Those advertising networks that use persistent cookies may offer you a way to opt out of advertisement targeting. The third-party advertising companies may also employ technology that is used to measure the effectiveness of advertisements. This can be accomplished by them using a web beacon (a single-pixel GIF), which is placed on our website to collect anonymous information. They may use this anonymous information about your visits to this and other sites in order to provide advertisements about goods and services of potential interest to you. The information collected through this process is anonymous and does not link online actions to an identifiable person.

Log Files

Like most standard website servers we use log files that collect Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, platform type, date/time stamp, and number and location on a page of clicks. We use this information to analyze trends, administer the site, track user's movement in the aggregate, diagnose problems with our servers, and to gather broad demographic information for aggregate use. This information is not linked to personally identifiable information. We also use a tracking utility such as ATG Dynamo that uses log files to analyze user movement.

Communications from the Site

Trip Information and Customer Feedback

If you book an apartment through the our website, in addition to notifying you of your reservation status we will send you an email prior to your date of travel, containing up-to-date information relevant to your trip and travel destination which you may find useful; we will on occasion include information about other products and services which may be of interest to you in connection with your forthcoming trip. We will give you the choice to opt-out of receiving these emails for future reservations. In the interests of maintaining a high standard of service for our customers, we may also send you an email once you have completed your travel, so that you can provide us with

valuable feedback on your travel experience, although again, we will offer you the choice of not receiving this.

Newsletter

If you wish to subscribe to our newsletter, we will ask you to provide contact information, such as name and email address. Out of respect for your privacy, we provide a way to opt-out of these communications.

Customer Service

We communicate with you on a regular basis to provide requested services. This may include responding through email, fax or phone, in accordance with the your wishes.

Information Sharing

Legal Disclaimer

Although we make every effort to preserve your privacy, we may be required by law to disclose information you have provided in obtaining our travel products or services. We may also disclose information against someone who poses a threat to our interests (such as customer fraud) or whose activities could damage or bring harm to others. In addition, it may be necessary for us to provide customer information to third parties, such as credit card companies, for the purpose of resolving disputes that arise in the normal course of business.

Aggregate Information (non-personally identifiable)

We share aggregated demographic information with our business partners and advertisers. This is not linked to any personally identifiable information.

Affiliated/Referring Websites

If you were referred to our website from another website, we may share personally identifiable information about you with the referring website to better understand the use of our website. Although we believe that the website companies from which you were referred to us are reputable companies, we have not placed limitations on the referring websites companies from using or disclosing your information without your permission. Therefore, we encourage you to review the information privacy practices of any website that referred you to our website. Other third-party websites include the landing page of the high-speed internet providers at our hotels, as well as social media sites (such as Facebook and Twitter) on which hotel or our properties may have accounts or fan pages where you may be able to post information and materials.

Links

Please be aware that our website contains links that lead to other sites. These sites may collect personally identifiable information from you. This Privacy Statement does not cover the information collection practices or policies of such websites.

Information Security

We take steps to help protect the personally identifiable information you provide to us. For example, we use leading encryption technology to encrypt credit card numbers. We also restrict access to personally identifiable information to those employees who need the information to perform a specific job. If you have any questions about the security of your information, please send an email.

Accessing Personally identifiable information

You can request access to, and update, the personally identifiable information we have collected about you. In order to exercise this right, you can e-mail us at the contact information listed above.

Privacy Statement Changes

If we change our privacy practices, we will modify this Privacy Statement, and its effective date, accordingly so that you will always know what information we gather, how we might use it, and to whom we may disclose it. We also will notify you of any material change to this Privacy Statement by placing a prominent notice on our website. We encourage you to periodically review this Statement to be informed of how we are protecting your information.