

5.5. GUEST SATISFACTION SURVEYS

After your stay at the hotel, we will send you a customer satisfaction survey by email so you could rate the performance of our hotels.

Categories of data processed:

- Country of domicile
- Check-in and check-out dates
- Email address, name/surname, nationality, information about your stay at the hotel

Data source:

Guest satisfaction survey

Reason for data processing:

Data processing is necessary to ensure proper performance of the contract we have concluded with you and to safeguard our legitimate interests in improving the quality of the services provided.

Recipients of the data:

- Other structural units of SEMARAH HOTEL MANAGEMENT involved
- Guest satisfaction survey provider Guest Joy, ReviewPro