Privacy Policy for Service Users Adria d.o.o.

Address: Jadranska cesta 25, 6280 Ankaran
Registered number: 5006040000
Tax number: SI 22221158
E-mail address: tajnistvo@adria-ankaran.si
Phone: +386 5 66 37 340

1. Introductory provisions

Adria d.o.o. (hereinafter referred to as the "Controller") respects your privacy and is committed to protecting the personal data of its guests, website visitors and all individuals whose personal data it processes. This privacy policy explains what personal data we collect, how we use it, how we protect it and what your rights are.

The processing of personal data is carried out in accordance with Regulation (EU) 2016/679 on the protection of individuals with regard to the processing of personal data (GDPR) and the Personal Data Protection Act (ZVOP-2).

2. Personal data controller Adria d.o.o.

SEASONAL GUESTS

Address: Jadranska cesta 25, SI- 6280 Ankaran, Slovenia
E-mail address: pavsalisti@adria-ankaran.si
Phone: +386 5 66 37 359

CAMPSITE

Address: Jadranska cesta 25, SI- 6280 Ankaran, Slovenia
E-mail: camp@adria-ankaran.si
Phone: +386 5 66 37 350

HOTEL

Address: Jadranska cesta 25, SI- 6280 Ankaran, Slovenia
E-mail: booking@adria-ankaran.si
Phone: +386 5 66 37 444

3. Data Protection Officer (DPO)

If you have any questions regarding the processing of your personal data or the exercise of your rights, please contact the Data Protection Officer:

E-mail: gp.ip@ip-rs.si
Telephone: 01 230 97 30

4. Categories of personal data

In the course of our business, we collect and process the following personal data:

- **Identification data:** first name, last name, date of birth, EMN, nationality.
- **Contact details:** address of residence, e-mail address, telephone number.
- **Information about the stay:** date of arrival and departure, type of room/accommodation, additional services.
- **Payment information:** transaction details, credit card number (encrypted).
- **Special requests:** dietary preferences, accessibility needs, other special services.
- **Website usage data:** IP address, cookies, local storage, foreign elements, search and booking history.
- **Data for compliance with legal obligations:** registration of guests under the Residence Registration Act.
- **Car registration number information:** smooth entry and exit.

5. Purpose and legal basis of the processing of personal data

We process your personal data for the following purposes:

5.1. Performance of the contract (Art. 6(1)(b) GDPR)

- Booking and execution of tourist services (accommodation, additional services).
- Invoicing and payment processing.

5.2. Compliance with legal obligations (Art. 6(1)(c) GDPR)

- Registration of guests in accordance with the legislation (Residence Registration Act).
- Keeping invoices in accordance with tax legislation.

5.3.Legitimate interest (Art. 6(1)(f) GDPR)

- Improving our services and user experience.
- Sending notifications of special offers (to existing customers).
- Maintaining the security of our facilities and guests.

5.4 Consent of the individual (Art. 6(1)(a) GDPR)

- Notification of news and promotions (if you have given your consent).
- Use of photographs and videos for promotional purposes (with consent).

6. Retention of personal data

We only keep your data for as long as is necessary to fulfil the purposes for which it was collected or in accordance with legal requirements:

- Guest data: 5 years after the end of the stay.
- Accounting data: 10 years from the date of invoice.
- Data for marketing purposes: until consent is withdrawn.

7. Forwarding of personal data

We do not pass on your data to third parties unless it is necessary for the performance of the services or if required by law. Data may be shared:

- To contractors (e.g. cleaning services, maintenance).
- To tax and other competent authorities.
- Information providers (website hosting, payment processing).

All contractual partners are obliged to respect the protection of personal data.

8. Rights of individuals

You have the following rights under the GDPR:

- **Right of access:** access to the data we hold about you.
- **Right of rectification**: to correct inaccurate or incomplete data.
- **Right to erasure:** deletion of data where this is not contrary to law.
- **Right to restriction of processing**: restriction of processing under certain conditions.
- **Right to data portability:** transfer of data to another controller.
- **Right to object**: to object to processing for marketing purposes.
- **Right of complaint:** to the Information Commissioner of the Republic of Slovenia (www.ip-rs.si).

To exercise your rights, please contact us at email address of the responsible person.

9. Protection of personal data

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss or misuse. This includes server protection, data encryption and restricted access to data.

10. Changes to the Privacy Policy

We reserve the right to make changes to this Privacy Policy. Any changes will be posted on the website.

Adria d.o.o.

Date: 4.11.2026

Data administrator for seasonal guests and campsite: Polona Bubnič

Data controller for the hotel: Blaž Mogu and Saša Marin

Data administrators for group mailing: Saša Marin, Mitja Goja

Company Director: Nataša Keršič Razinger