



## PRIVACY POLICY

Bon bini residence respects the privacy of its website visitors, in particular their rights regarding the automatic processing of personal data. We have therefore formulated and implemented a policy on complete transparency with our customers regarding the processing of personal data, its purpose(s) and the possibilities to exercise your legal rights in the best possible way.

Until you accept the use of cookies and other tracking devices, we will not place any non-anonymized analytical cookies and / or tracking cookies on your computer, mobile phone or tablet.

The current available version of this privacy policy is the only version that applies while visiting our website until a new version replaces the current version.

### Article 1 - Definitions

1. Website (hereinafter: "Website") [www.bonbiniresidence.com](http://www.bonbiniresidence.com).

1. Party responsible for processing personal data (hereinafter: "the controller")

## **Article 2 - Access to the website**

Access to and use of the website are strictly personal. You will refrain from using the data and information of this website for your own commercial, political or advertising purposes, as well as for any commercial offers, in particular unsolicited electronic offers.

## **Article 3 - Website content**

All brands, images, texts, comments, illustrations (animated) images, video images, sounds and all the technical applications that can be used to operate this website and more generally all the components used on this website, are protected by the laws on intellectual property. Any reproduction, repetition, use or modification, by any means whatsoever, of all or just part of it, including technical applications, without the prior written permission of the controller, is strictly prohibited. The fact that the controller may not take immediate action against any infringement, cannot be considered as a tacit consent, nor of a waiver of any right to prosecute the infringing party.

## **Article 4 - Management of the website**

For the purpose of proper management of the site, the controller may at any time:

- suspend, interrupt, reduce or decline the access to the website for a particular category of visitors
- delete all information that may disrupt the functioning of the website or conflicts with national or international laws or is contrary to internet etiquette
- make the website temporarily unavailable in order to perform updates

### **Article 5 - Responsibilities**

1. The controller is not liable for any failure, disturbances, difficulties or interruptions in the functioning of the website, causing the (temporary) inaccessibility of the website or of any of its functionalities. You, yourself, are responsible for the way you seek connection to our website. You need to take all appropriate steps to protect your equipment and data against hazards such as virus attacks on the Internet. Furthermore, you are responsible for which websites you visit and what information you seek.
2. The controller is not liable for any legal proceedings taken against you:
  - because of the use of the website or services accessible via the Internet
    - for violating the terms of this privacy policy
1. The controller is not liable for any damages that incur to you or third parties or your equipment, as a result of your connection to or use of the website and you will refrain from any subsequent (legal) action against the controller.
2. If the controller is involved in a dispute because of your (ab) use of this website, he is entitled to (re)claim all subsequent damages from you.

### **Article 6 - Collection of data**

1. Your personal data will be collected by the controller (specified in article 15).

2. Personal data means any information relating to an identified or identifiable natural person ('data subject').
3. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
4. The personal data that are collected on the website are used mainly by the collector in order to maintain a (commercial) relationship with you and if applicable in order to process your orders. They are recorded in an (electronic) register.

#### **Article 7 - Your rights regarding information**

1. Pursuant to Article 13 paragraph 2 sub b GDPR each data subject has the right to information on and access to, and rectification, erasure and restriction of processing of his personal data, as well as the right to object to the processing and the right to data portability.
  2. You can exercise these rights by contacting us at [bonbiniresidence@gmail.com](mailto:bonbiniresidence@gmail.com)
3. Each request must be accompanied by a copy of a valid ID, on which you put your signature and state the address where we can contact you.
4. Within one month of the submitted request, you will receive an answer from us.
5. Depending on the complexity and the number of the requests this period may be extended to two months.

#### **Article 8 - Legal obligations**

1. In case of infringement of any law or regulation, of which a visitor is suspected and for which the authorities require the personal data collected by the collector, they will be provided to them after an explicit and reasoned request of those authorities, after which these personal data do not fall anymore under the protection of the provisions of this Privacy policy.
2. If any information is necessary in order to obtain access to certain features of the website, the controller will indicate the mandatory nature of this information when requesting these data.

#### **Article 9 - Collected data and commercial offers**

1. You may receive commercial offers from the collector. If you do not wish to receive them (anymore), please send us an email to the following address: [bonbiniresidence@gmail.com](mailto:bonbiniresidence@gmail.com)
2. Your personal data will not be used by our partners for commercial purposes.

#### **Article 10 - Data retention**

The collected data are used and retained for the duration determined by law.

#### **Article 11 - Cookies**

1. A cookie is a small text file placed on the hard drive of your electronic device upon visiting our website. A cookie contains data so you can be recognized as a visitor when you are visiting our website. It enables us to adjust to your needs and it facilitates you to log in on our website. When you visit our website, we inform you about the use of cookies. By

continuing to use our website you accept its use, unless we ask permission by other means. Your consent is valid for a period of thirteen months.

2. We use the following types of cookies on our website:

- Functional cookies: like session and login cookies to collect session and login information.
- Anonymized Analytic cookies: to obtain information regarding the visits to our website, like numbers of visitors, popular pages and topics. In this way we can adjust our communication and information to the needs of our visitors. We cannot see who visits our sites or from which personal device the visit has taken place.
- Non-anonymized Analytic cookies: to obtain information regarding the visits to our website, like the number of visitors, popular pages and topics. In this way we can adjust our communication and information to the needs of our visitors.
- Tracking Cookies: like advertising cookies that are intended to show relevant advertisements. By using these cookies we may deduce your personal interests. Thus (other) organizations may show you targeted advertisements when you visit their website. Tracking cookies make profiling possible and treat categories of people differently when targeting advertisements. Tracking cookies usually process personal data.

1. Specifically, we use the following cookies on our website:

- Anonymized Google Analytics (analytical cookie)
  - Google Analytics (analytical cookie)
  - Hotjar Form Analysis & Conversion Funnels
    - Hotjar Heat Maps & Recordings
- When you visit our website, cookies from the controller and / or third parties may be installed on your equipment.

- For more information about using, managing and deleting cookies for each electronic device, we invite you to consult the following link: <https://www.bonbiniresidence.com/>

1. When you visit our website, cookies from the controller and / or third parties may be installed on your equipment.
2. For more information about using, managing and deleting cookies for each electronic device, we invite you to consult the following link:

#### **Article 12 - Imagery and products offered**

You cannot derive any rights from the imagery that accompanies any offered product on our website.

#### **Article 13 - Applicable Law**

These conditions are governed by Uganda law. The court in the district where the collector has its place of business has the sole jurisdiction if any dispute regarding these conditions may arise, save when a legal exception applies.

#### **Article 14 - Contact**

For questions, product information or information about the website itself, please contact: Privacy officer, [bonbiniresidence@gmail.com](mailto:bonbiniresidence@gmail.com)

## **Article 15 - Personal data Collected:**

The Data concerning the User is collected to allow the Owner to provide its Services, as well as for the following purposes: Contacting the User, managing contacts and sending messages, Analytics, Heat mapping and session recording.

### **Analytics**

The services contained in this section enable the Owner to monitor and analyze web traffic and can be used to keep track of User behavior.

#### **Google Analytics (Google Inc.)**

Google Analytics is a web analysis service provided by Google Inc. ("Google"). Google utilizes the Data collected to track and examine the use of this Website, to prepare reports on its activities and share them with other Google services. Google may use the Data collected to contextualize and personalize the ads of its own advertising network. Personal Data collected: Cookies and Usage Data. Place of processing: United States – Privacy Policy – Opt Out. Privacy Shield participant.

#### **Google Analytics with anonymized IP (Google Inc.)**

Google Analytics is a web analysis service provided by Google Inc. ("Google"). Google utilizes the Data collected to track and examine the use



of this Website, to prepare reports on its activities and share them with other Google services. Google may use the Data collected to contextualize and personalize the ads of its own advertising network.

This integration of Google Analytics anonymizes your IP address. It works by shortening Users' IP addresses within member states of the European Union or in other contracting states to the Agreement on the European Economic Area. Only in exceptional cases will the complete IP address be sent to a Google server and shortened within the US. Personal Data collected: Cookies and Usage Data. Place of processing: United States – Privacy Policy – Opt Out. Privacy Shield participant.

#### **Hotjar Form Analysis & Conversion Funnels (Hotjar Ltd.)**

Hotjar is an analytics service provided by Hotjar Ltd. Hotjar honors generic Do Not Track headers. This means your browser can tell its script not to collect any of your data. This is a setting that is available in all major browsers. Find Hotjar's opt-out information here. Personal Data collected: Cookies and Usage Data. Place of processing: Malta – Privacy Policy – Opt Out.

#### **Contact form (this Website)**

By filling in the contact form with their Data, the User authorizes this Website to use these details to reply to requests for information, quotes or any other kind of request as indicated by the form's header. Personal Data collected: email address, first name and last name.

### **Mailing list or newsletter (this Website)**

By opting in on the mailing list or for the newsletter, the User's email address will be added to the contact list of those who may receive email messages containing information of commercial or promotional nature concerning this Website. Your email address might also be added to this list as a result of signing up to this Website or after making a purchase. Personal Data collected: date of birth, email address, first name and last name.

### **Hotjar Heat Maps & Recordings (Hotjar Ltd.)**

Hotjar is a session recording and heat mapping service provided by Hotjar Ltd. Hotjar honors generic „Do Not Track“ headers. This means the browser can tell its script not to collect any of the User's data. This is a setting that is available in all major browsers. Personal Data collected: Cookies, Usage Data and various types of Data as specified in the **privacy policy of the service**. Place of processing: Malta – Privacy Policy – Opt Out.

### **Simple Booking - booking engine.**

Personal Data collected: email address, first name, last name, phone number, mobile number, address, credit card details and passport information for international guests.

The above information is all in relation to a hotel booking. By filling in the booking form with their Data, the User authorizes the controller to use these details to reply to requests for information, quotes or any other kind of request as indicated on the booking form. You can read Simple booking

Policy by visiting: [www.bonbiniresidence.com](http://www.bonbiniresidence.com)

### 3rd Party Online Travel Agents

Personal Data collected: email address, first name, last name, phone number, mobile number, address and credit card details. The above information is all in relation to a hotel booking. By filling in the booking form with their Data, the User authorizes the controller to use these details to reply to requests for information, quotes or any other kind of request as indicated on the booking form.

Updated on: 27/07/24