

Privacy Policy

Lumen Hotel & Events, located at Stadionplein 20, 8025 CP Zwolle, is responsible for the processing of personal data as described in this privacy statement.

Contact details:

Website: <https://www.lumenzwolle.nl>

Address: Stadionplein 20, 8025 CP Zwolle

Phone: 088 147 1460

Personal Data We Process

Lumen Hotel & Events processes your personal data because you use our services and/or because you provide this data to us yourself. Below is an overview of the personal data we process:

- First and last name
- Gender
- Date of birth
- Place of birth
- Address details
- Telephone number
- Email address
- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence, or by telephone
- Location data
- Data about your activities on our website
- Data about your browsing behavior across different websites (for example because this company is part of an advertising network)
- List of customer contact details via an app
- Internet browser and device type
- Bank account number

Special and/or Sensitive Personal Data We Process

Our website and/or services do not intend to collect data about website visitors who are under the age of 16, unless they have permission from a parent or guardian. However, we cannot verify whether a visitor is older than 16. We therefore advise parents to be involved in their children's online activities in order to prevent the collection of data about children without parental consent.

If you believe that we have collected personal data about a minor without such consent, please contact us at info@lumenzwolle.nl, and we will delete this information.

Purposes and Legal Basis for Processing Personal Data

Lumen Hotel & Events processes your personal data for the following purposes:

- Handling payments
- Sending our newsletter and/or promotional materials
- Contacting you by phone or email if necessary to carry out our services
- Informing you about changes to our services and products
- Offering the possibility to create an account
- Delivering goods and services to you
- Analyzing your behavior on the website to improve the website and tailor the range of products and services to your preferences
- Tracking your browsing behavior across various websites in order to tailor our products and services to your needs

Automated Decision-Making

Lumen Hotel & Events and the Bluefinger Restaurant do not make decisions based solely on automated processing that could have (significant) consequences for individuals. These are decisions made by computer programs or systems without human intervention.

The following systems are used by Lumen Hotel & Events and the Bluefinger Restaurant:

- IDPMS (Hotel)
- SEM (Events)
- UNIT4 (Invoicing)
- IENS (Bluefinger Restaurant reservations)

How Long We Retain Personal Data

Lumen Hotel & Events and the Bluefinger Restaurant do not retain your personal data longer than strictly necessary to achieve the purposes for which the data is collected. Our retention periods are aligned with the mandatory retention periods required by the tax authorities, namely 7 years.

If you have questions about this retention period, please contact us via 088 147 1460 or info@lumenzwolle.nl.

Your personal data is stored by Lumen Hotel & Events and/or the Bluefinger Restaurant for the purposes described above for the following period:

For as long as someone is considered a prospect, stakeholder/lobby contact, and/or interested party

Sharing Personal Data with Third Parties

Lumen Hotel & Events does not sell your data to third parties and only provides it if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

We conclude data processing agreements with companies that process your data on our behalf to ensure the same level of security and confidentiality.

We use third parties for:

- Managing the internet environment of the GDPR program
- Managing (financial) administration
- Managing newsletters and invitations

Cookies or Similar Technologies We Use

Lumen Hotel & Events uses functional, analytical, and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone the first time you visit this website.

Lumen Hotel & Events uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferences are remembered. These cookies are also used to ensure the website functions correctly and can be optimized.

In addition, we place cookies that track your browsing behavior so that we can offer customized content and advertisements. During your first visit to our website, we informed you about these cookies and asked for your consent.

You can opt out of cookies by adjusting your internet browser settings so that it no longer stores cookies. You can also delete any information previously stored via your browser settings.

For more information, see:

<https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee/>

Accessing, Modifying, or Deleting Data

You have the right to access, correct, or delete your personal data. In addition, you have the right to withdraw your consent to data processing or object to the processing of your personal data by Lumen Hotel & Events. You also have the right to data portability, meaning you can request that the personal data we hold about you be sent to you or another organization of your choice in a computer file.

Requests for access, correction, deletion, data transfer, withdrawal of consent, or objections can be sent to info@lumenzwolle.nl.

To ensure that the request is made by you, we ask you to include a copy of your identification. In this copy, please black out your photo, MRZ (machine-readable zone), passport number, and citizen service number (BSN) to protect your privacy.

We will respond as quickly as possible, but within four weeks.

Lumen Hotel & Events also wishes to inform you that you have the right to lodge a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). This can be done via:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How We Secure Personal Data

Lumen Hotel & Events takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification.

If you believe that your data is not adequately protected or there are indications of misuse, please contact us at info@lumenzwolle.nl or **088 147 1471**.

Our measures include:

- A username and password policy for all systems
- Regular backups of personal data to enable recovery in case of physical or technical incidents
- Informing employees about the importance of protecting personal data