

Privacy statement – Norwegian Travel Group

We at Norwegian Travel Group process your personal data in various contexts, for example when you order services from us, stay overnight at partner hotels, use services we provide and in certain other contexts. In our privacy policy you will find more information about our processing of personal data. Below you will also find contact information if you have questions or would like to request access. We process your personal data in accordance with the current Norwegian Personal Data Act, including GDPR.

As an online travel agency (OTA), your data is only shared with contracted and necessary partners for your trip. These are the following:

- Accommodation partner: Hotel, hostel, bnb
- Transport partner: Ship, Bus, Channel operator, etc.,
- Activity partner: Museum, cultural institutions, etc
- booking over the phone or by e-mail contact is processed by our customer service partner

Responsible for the processing of your personal data

Our company Norwegian Hospitality Group (NHG), org. no. 989 467 395, Strandveien 50, 1366 Lysaker, tel. +47 67 10 20 11 is responsible for processing personal data in our systems for booking, invoicing and hotel operations. We are also responsible for the processing of our marketing and the sending of e-mails from us to our customers and contacts.

Processing of personal data related to booking and stay

In connection with your bookings made by yourself or by others on your behalf, we process the personal data we need in order to be able to fulfill the agreement on booking and purchase of services. This is information you have given us directly or that you have given us via a travel agency or agent. For example, we process information about your identity, your contact details and your payment information. In some cases, we will store your passport number. In addition, we process other information you may have given us that is relevant to your stay with us. This can be information about allergies or about special wishes for your stay. We register all purchases and orders you make with us, such as transport, restaurant, room service etc., in order to deliver such services and so that you can pay for them.

We process this information for as long as it is necessary to fulfill the agreement on booking with you, and in addition for as long as applicable legislation or government orders require us to do so.

Processing of personal data for marketing purposes

If you sign up for our newsletter, we save and use your email address to send you news and offers from us.

We will also use your e-mail address or telephone number to send you news and offers within the rules on existing customer relationships. Our basis is marketing legislation.

We will contact you in social media after your consent or within existing customer relationships. In order to use social media as a communication channel, we must provide your email address or telephone number to the social media. Our basis for this is consent or legitimate interests.

You can withdraw the consent you have given us at any time. You can also opt out of receiving marketing in existing customer relationships. You do this by sending an email to post@dalenhotel.no

Unofficial Translation – please refer to the norwegian text for the exact details.

Processing of personal data for development, troubleshooting and security

We will process data that includes personal data to troubleshoot and correct errors, improve our services and the technology we use, and to analyze usage and user behavior. Furthermore, we will process personal data to verify your identity, including verifying identity in connection with your use of our digital services.

We anonymise data or prepare statistics as far as we can, but will also have to process personal data for development, troubleshooting, statistical and security purposes.

Processing of personal data in general

If you contact our customer service or otherwise contact us with enquiries, we will process the personal data you provide as far as is necessary to answer and log your inquiry. The basis for this is legitimate interests or to fulfill agreements with you or answer your inquiries.

In addition to processing described in our privacy policy or based on your consent, we will in some cases have to or be able to process personal data when applicable legislation, including the Personal Data Act and GDPR, a valid authority order or a court requires us to do so or allows us to do so.

Disclosure of personal data and statutory processing.

We do not release your personal data to third parties, unless you have consented to this, or unless applicable legislation, including the Personal Data Act and the GDPR, a valid authority order or a court allows or requires us to do so.

For the record, we state that our use of a data processor to process information on our behalf is not considered disclosure.

Your rights

You as an individual have several rights according to the personal data regulations.

You have the right to demand access, correction or deletion of the personal data we process about you. You also have the right to demand limited processing, object to the processing and demand the right to data portability.

To exercise your rights, you can go to the following page <https://www.booktelemark.no> or www.nhg.no

We will respond to your inquiry to us as soon as possible, and at the latest within 30 days.

We will ask you to confirm your identity or ask you to provide additional information before we allow you to exercise your rights with us. We have to do this to make sure that we only give access to your personal data to you - and not to someone pretending to be you.

Cookies/Information capsules

We use cookies to improve the user experience of our websites.

A cookie is a small text-based data file that is placed on your device (your smartphone, computer or, for example, tablet). The cookie helps to recognize the type of content and which pages are visited on our website. Information stored using a cookie can be how you use the website, what type of browser you use and which websites you have visited.

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A permanent cookie remains on your device for a certain period of time. A session cookie is randomly stored in your device's memory while you are on our websites. The session cookie disappears when you close your browser. We use both permanent cookies and session cookies.

If you do not want our websites to place cookies on your device, you can turn off cookies in your browser. If you turn off cookies, the functionality of our website will be reduced.

Personalization of your stay with us

Norwegian Travel Group wants to offer our customers the best possible hotel stay adapted to the individual guest's preferences and purchase history.

We will, based on legitimate interests, use information we have received from you about your room preferences (for example "window facing the garden" "want a quiet room") and information about your purchases with us ("sparkling water" rather than "still water" ») to offer you a customized stay.

This information is collected based on your purchases with us and the wishes you express to our employees.

We will also sometimes collect information about you from open sources such as the internet and social media, limited to information relevant to offering you a personalized stay with us. The basis for this is legitimate interests.

The information will not be given out to others.

You can object to our use of your information for the personalization of your stay. You can do this by sending an email to post@dalenhotel.no.

Changes in privacy policy or in processing

We are continuously working on the development and improvement of our services to our customers. This could change the way or scope of our processing of personal data. The information we provide through this privacy policy will therefore be adjusted and updated at irregular intervals. We will also change the privacy policy when new rules or official practices make it necessary.

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