Privacy Policy

In this document, you will find a description of how your personal data is processed concerning the use of our services and website www.guestsage.com.

Who is the Administrator of your data?
Your data Administrator is GuestSage PSA company (hereafter referred to as GuestSage) located at: Ksawerów 3, 02-656 Warsaw Poland, Tax ID 5214049839 REGON 527243476. GuestSage PSA is a distributor of hotel software.

How is your data acquired?

We only process personal data that you freely share with us. The data processed is necessary to perform our contracts or for reasons resulting from our legitimate interests. This includes data provided in the following situations:

- By voluntarily entering information into the form on www.guestsage.com website.
- When placing an order through our website.
- When contacting our Team by sending a message to support@guestsage.com, or by using the contact form provided on our website (www.guestsage.com), or by calling our Team at +48 22 125 50 66.
- By saving Cookie files on your terminal device.

Who can you contact regarding the processing of your personal data?

In case of any questions or doubts, we are available from Monday to Friday, 8:00 a.m. to 4:00 p.m. (GMT +1.00). Please send your queries to our Personal Data Officer at support@guestsage.com or via our phone line at +48 22 125 50 66.

What is the purpose of processing your personal data and on what legal basis will we process your personal data?

We use appropriate security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information that we collect and maintain.

We use data collected through your use of the Services for the following purposes:

- providing and managing the Services, including displaying content tailored to you;
- managing information about user account preferences;
- facilitating the technical operation of the Services, including troubleshooting, securing the Services, and preventing fraud and abuse;
- obtaining information about you by combining your data with additional data through third-party data providers or analyzing data through analytics providers;
- identifying users with a unique identifier across devices;
- improving our Services and developing new products, services and features;
- analyzing trends and traffic, tracking purchases and usage data

Until when will we store your data related to registration in our system and use of our services?

Your data will be stored for the duration of the contract and archived for one year from its termination. Some personal data will be stored for a period of six years from the date of execution of individual sales contracts due to tax and accounting obligations.

Do we use profiling?

Your personal data is not subject to automated processing (e.g., profiling) that has legal consequences or significant effects on you.

Who can we pass your data to, and to whom we will not pass it on?

Personal data may be disclosed to GuestSage employees or associates and entities providing support to the company based on outsourced services. Your personal data will not be sold or transferred to third parties for purposes other than those described above.

Is your data transferred outside of the European Union?

The processing of entrusted personal data takes place in the European Economic Area.

How can you control the data shared with us? How can you revoke your consent to data processing?

You have the right to inspect and correct your data. You may also withdraw your consent to data processing at any time.

What are your rights to the personal information you provide us with?

You have the right to access, rectify, request the removal or restriction of processing, and request the transfer of your personal data to third parties in justified cases.

Is it your responsibility to provide data?

Providing data to us is voluntary and not mandatory.

Where can you file a complaint regarding the processing of your personal data?
Complaints regarding the processing of personal data should be directed to the President of the Office for Personal Data Protection.

Information on Cookie files.

The website makes use of cookie files for various purposes, including creating statistics, maintaining user sessions, and customizing content. Users can manage cookie settings in their browsers.

Managing Cookie files – how to give and retract permission in real terms?

Users can manage cookie settings in their browsers, although disabling necessary cookies may affect website functionality.