

PRIVACY STATEMENT

INTRODUCTION

The Crowne Plaza Zurich hotel attaches great importance to preserving the confidentiality of your data and respecting your privacy.

We want to make sure that the information you provide us at reservation*1 is properly managed and protected. The information we collect may include: your name, email address, home and business address, phone number, nationality and credit card details.

(*1 Reservation: rooms, table at “Theo Randall’s Italian Kitchen” and “Restaurant West” restaurants, and the conference rooms).

TREATMENT OF PERSONAL DATA

We only process personal data that you choose to communicate us and for which you explicitly consent to the processing.

The data collected during your bookings are processed to send you information about your stay, the organization of your event, etc.

In some cases, if we have your consent, or where applicable law permits, we may send you commercial messages (including text messages or phone calls) about products and services that may be of your interest. We may also use your booking information to display targeted advertising on our websites or third parties’ websites, or to send you more relevant messages. In addition, we may use this information for aggregate statistical and trend analysis to evaluate and improve our products and services as well as other market research tasks.

You can also choose to receive our newsletter by enrolling via our website. If you wish to stop receiving our newsletter, you can unsubscribe by clicking on the “unsubscribe” link at the bottom of the newsletter. By doing so your personal data will be automatically deleted from the file provided for this purpose.

LINKS TO OTHER WEBSITES

The site may include links to other websites. We make sure that these sites also respect the confidentiality of personal data.

SHARING DATA

We will share your data with third-party service providers to better meet your needs and improve our products and services. For example, we may use a third party or third-party product to conduct market research and data analysis, or share data with our online partners so that they can communicate with you and provide you with relevant advertising.

Except for the cases described above, we do not share information about your booking with other third parties unless we have your consent or in special circumstances, for example: If we believe in good faith that its communication is required by law or to protect clients, employees, the public or the institution, when the communication of this information is required in the context of a judicial proceeding, a court order, a summons to appear, a mandate or legal proceeding or in the case of a merger, sale of assets or other related transaction.

We select third-party service providers who contractually agree to respect the confidentiality of personal data.

USE OF COOKIES AND OTHER TECHNOLOGIES

Our site uses cookies that may automatically record information such as pixels and web beacons. Their use aims at improving the website navigation and makes it more pleasant by improving its ergonomics thanks to the data collected.

This data can also be used for statistical measurement purposes, internet user behaviours' analysis and anonymized geolocation to personalize our commercial offer.

When browsing our site, the computer that you use interacts with a server which provides all the requested resources. These resources are automatically saved on a specific file where your computer is identified by its IP address.

This is how the browser that you use gives us some standard data, including: the browser used and its features, the operating system of the computer, tablet or smartphone used, the identification of third-party sites (Facebook, LinkedIn ...) from which you may have logged in as well as dates and times of access to our site. This data does not allow us to identify you by name.

In some cases, these cookies may be persistent. We and our third-party service providers may use them to identify other browsers and devices that you use, to provide you with personalized advertising.

SOCIAL NETWORKS

We may use information from online sources, such as websites, social media and information sharing platforms. This information may be used to help us tailor and improve our services and communicate with you more effectively, since we know that many of our customers use a range of media channels to communicate and share information.

We may use various media features such as Facebook “Like” button on our website and mobile applications. Some information may be shared or provided to us when using these features in our services or programs. Depending on your account and privacy settings, we may also be able to see information that you post when using these social media platforms whether or not you are using one of our services. In some cases, depending on the circumstances, we may contact you on these social media platforms. The information you post on social media sites as well as the controls surrounding these disclosures are governed by the respective policies of these third parties.

When we use information from these sources, we respect all the permissions you have set about how you want your information to be used for each source.

HOW WE PROTECT YOUR INFORMATION

We are committed to ensuring the confidentiality and security of the information you provide to us. To do this, security measures are put in place.

CHILDREN

The Crowne Plaza Zurich Hotel may collect personal data of persons under 18 years of age as part of the customer registration process, but only with the consent of a parent or legal guardian of that person.

MANAGING YOUR PREFERENCES AND YOUR INFORMATION

If you wish to:

- modify the information that you have provided to us because they have changed
- delete your data
- ask questions about how we protect your personal data

You can contact our Responsible for Privacy and Data Protection.

By mail: info.zrhha@ihg.com

By post mail:

Crowne Plaza Zurich

Attn: Privacy Office

Badenerstrasse 420

8040 Zurich

Insofar as it is subject to the applicable legislation, the hotel Crowne Plaza Zurich undertakes to scrupulously respect the data protection of its customers.

Our privacy policy may require periodic updates, particularly in the context of changes in personal data protection laws. We invite you to check this page regularly to make sure you have read the latest version.

Last update: 27th July 2018