



Privacy Policy

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Maya Guesthouse Sàrl operates Maya Boutique Hotel & Spa in Nax and is the operator of the websites www.maya-nutrition.ch and www.maya-boutique-hotel.ch. As such, Maya Guesthouse Sàrl is responsible for the collection, processing, and use of your personal data, as well as ensuring compliance with applicable data protection laws.

We value your trust and take data protection seriously, ensuring appropriate security measures. We, of course, adhere to the legal provisions of the Federal Data Protection Act (LPD), the Ordinance to the Federal Data Protection Act (OLPD), the Federal Telecommunications Act (LTC), and other data protection regulations from Swiss or possibly applicable EU legislation, particularly the General Data Protection Regulation (GDPR).

To inform you about the personal data we collect concerning you and the purposes for which we use it, please carefully read the information below.

1. **Data Processing Related to Our Website. Browsing Our Website.**

When you visit our website, our server temporarily records each access in a log file. The following technical data is collected, typically as with any connection to a web server, without any action on your part, and stored by us until they are automatically deleted, at the latest after 1 month:

- the IP address of the computer accessing the site,
- the name of the owner of the IP address space (usually your Internet service provider),
- the date and time of access,
- the website from which you accessed our site (original URL) and possibly the search keywords used,
- the name and URL of the accessed file,
- the status code (e.g., error message),
- the operating system of your computer,
- the browser you are using (type, version, and language),
- the communication protocol used (e.g., HTTP/1.1), and
- optionally, your username from registration/authentication.

The collection and processing of this data aim to enable the use of our website (establishing a connection), ensure the long-term security and stability of the system, optimize our online offerings, and for internal statistical purposes. These processes are based on our legitimate interest pursuant to Article 6(1)(f) of the General Data Protection Regulation (GDPR).

Furthermore, the IP address is analyzed along with other data for the purpose of recognition and defense against attacks on the network infrastructure or other unauthorized or abusive uses of the website. It may also be used in criminal proceedings for identification and civil and criminal action

against the respective user. These processes are based on our legitimate interest pursuant to Article 6(1)(f) of the General Data Protection Regulation (GDPR).

2. Cookies

Cookies serve many purposes to make your visit to our site simpler, more enjoyable, and more useful. Cookies are files containing information that your web browser automatically stores on your computer's hard drive when you visit our site.

For example, we use cookies to temporarily store your selected services and information entered when you fill out a form on our site so that you don't have to enter them again when you visit a subpage. Additionally, cookies can be used to identify you as a registered user after you sign up on our site. This saves you from having to log in again when you visit another subpage.

Most web browsers automatically accept cookies. However, you can configure your browser to either not store any cookies on your computer or to display a message every time you receive a new cookie. The following pages provide instructions on configuring cookie settings for the most commonly used browsers:

- [Microsoft Windows Internet Explorer](#)
- [Microsoft Windows Internet Explorer Mobile](#)
- [Mozilla Firefox](#)
- [Google Chrome for Desktop](#)
- [Google Chrome for mobile](#)
- [Apple Safari for Desktop](#)
- [Apple Safari for mobile](#)

Disabling cookies may prevent you from using all the features of our site.

3. Using Our Contact Form

You have the option to contact us via email at info@maya-nutrition.ch. To do so, we require the following mandatory information:

- First name and last name
- Email address
- Phone number
- Message

We use these data exclusively to respond to your contact request in the best and personalized manner. The processing of this data is therefore necessary for the performance of pre-contractual measures in accordance with Article 6(1)(b) GDPR or is based on our legitimate interest in accordance with Article 6(1)(f) GDPR, respectively.

4. Reservation (on the website, by email, or by phone), Purchase of Gift Vouchers

If you make reservations (via our website, email, or phone) or purchase gift vouchers online, we require the following data to fulfill the contract:

- Title
- First and Last Name
- Mailing Address
- Phone Number
- Email Address

- Credit Card Information

We use this data, along with other optional information you provide (such as expected arrival time, preferences, comments), solely for the purpose of fulfilling the contract, unless otherwise stated in this privacy policy or unless you have provided separate consent. We will process this data, in particular, to enter your reservation in accordance with your request, provide the reserved services, contact you in case of uncertainties or issues, and ensure that payment is correctly processed.

The execution of a contract according to Art. 6 para. 1 letter b GDPR (General Data Protection Regulation) constitutes the legal basis for processing data for this purpose.

5. Data Processing Related to Your Stay. Processing Data to Fulfill Legal Information Obligations

During your online check-in or at our hotel, we need the following information about you and the people accompanying you:

- First name and last name
- Mailing address and state/province
- Nationality
- Official identification document and number
- Arrival and departure dates

We collect this information to fulfill legal information obligations, particularly arising from police and hotel legislation. To the extent required by applicable regulations, we transmit this information to the competent police authority.

We have a legitimate interest under Art. 6 para. 1 letter f GDPR (General Data Protection Regulation) in fulfilling legal requirements.

6. Recording of Services Provided

In the event that you avail additional services during your stay (e.g., massages), we record the details of the service and the date it was provided for billing purposes. The processing of this data is necessary for the execution of your contract with us under Art. 6 para. 1 letter b GDPR (General Data Protection Regulation).

7. Data Storage

We store your data in a centralized electronic data processing system. Your information is systematically entered and grouped for the purpose of handling your reservations and executing contractual services. For this purpose, we use software provided by 3RPMS, located at Bauerngasse 32, 90443 Nürnberg, Germany. The processing of this data by the software is based on our legitimate interest under Art. 6 para. 1 letter f GDPR (General Data Protection Regulation) in managing customer data that is both customer-friendly and efficient.

8. Data Retention Period

We only retain personal data for as long as necessary for the aforementioned tracking services and subsequent processing based on our legitimate interest. We retain contractual data for a longer period if required by legal retention obligations. The retention obligations that compel us to retain data arise from regulations concerning reporting to authorities, financial accounting, and tax law. In accordance

with these regulations, business communication, contracts, and accounting records must be retained for up to 10 years. Once we no longer need this data for service execution, it will be blocked. This means that the data can only be used for accounting and tax purposes.

9. Data Transmission to Third Parties

We only transmit your personal data if you have expressly consented to it, if we are legally obligated to do so, or if it is necessary to assert our rights, particularly in relation to the contractual relationship.

Finally, when paying by credit card on our website, we transmit the relevant information to the issuer and acquirer of your credit card. If you choose to pay by credit card, you must enter all necessary information. The legal basis for data transmission is the execution of a contract according to Art. 6 para. 1 letter b GDPR (General Data Protection Regulation). Regarding the processing of your credit card information by these third parties, please also refer to the terms and conditions as well as the privacy policy of your credit card issuer.