

ANNEX 1 - LIST OF PERSONAL DATA PROCESSING ACTIVITIES

How and why we may use them? Which entity controls them?			
In which context is your personal data collected?	What personal data may we hold about you?	1 = Radisson Hospitality Belgium SRL	What is our legal basis for processing your personal data?
		2 = Hotel	
Hotel room reservation Personal Data collected when you reserve a hotel room, regardless of the booking channel (e.g., the website, the call center, the hotel, an online travel agent, etc.)	Contact details: name, title, email address and phone number Hotel reservation information: details of your stay (hotel name, dates, meal plan, rate) and booking channel Billing financial information: credit/debit card details Loyalty program information: Radisson Rewards number and tier Personal preferences details: room preference (smoking/non-smoking, preferred floor, bedding) or travel information (business or leisure)	To: - enable you to reserve a room in the hotel of your choice 1-2 - verify hotel availability and manage your booking 1-2 - guarantee your reservation 1-2 - send communications about your reservation 1-2 - personalize your stay 1-2 - cancel your stay and other reservations 1-2 - manage, process and settle payment due in case of no-show 2 - maintain financial and accounting records relating to your reservation and stay 1-2 - run analytics or collect statistics, particularly for revenue management and forecasting 1-2	The performance of a contract: to create and manage your hotel room reservation Your consent: to personalize your stay based on your preferences Our legitimate interests: to improve our services and brand image
Hotel check-in and checkout Personal Data collected when you check in or check out at the hotel, online, or at a kiosk	Contact details: name, title, address, email address or telephone number Biographical information: gender, birthdate, place of birth, nationality or language Billing / financial information: credit/debit card details and information required to verify or process payments Identification information: passport or national ID number, permanent resident identification number, and details, documents or photocopies of identification documents Membership or loyalty program data: membership tier (club, premium, VIP) Hotel reservation information: reservation number, hotel, arrival and departure dates, room type and rate.	To: - verify your identity and that of your guest(s) 2 - register arrival and departure 1-2 - assign a key card or mobile room key 2 - obtain a card guarantee or deposit 1-2 - create or update your profile in the hotel management system and in the central reservation systems 1-2 - assess eligibility for a room upgrade 2 - manage payment 2 - maintain financial and accounting records relating to your reservation and stay 1-2 - establish, print and/or send an invoice 2 - send online check-in/check-out invitations by email or other electronic means 2 - run credit-limit reports 2 - respond to and document accidents and medical or other emergencies 2 - monitor properties for incident prevention, response and documentation, including CCTV 2 - run analytics or collect statistics, particularly for revenue management and forecasting 1-2 - retrieve and verify your reservation details 1–2	The performance of a contract: to verify identity and reservation details for check-in and checkout To comply with a legal obligation: where identification information must be processed and to respond to law enforcement investigations Your consent: to accommodate preferences and send online check-in/check-out communications Our legitimate interests: to prevent fraud or crime; secure properties; protect guests; and improve services and brand image
Hotel stay	Health-related information: dietary requirements, food allergies and disabilities	To: - accommodate your stay and provide typical hospitality services 2	The performance of a contract: to provide requested services

How and why we may use them? Which entity controls them?

In which context is your personal data collected?	What personal data may we hold about you?	1 = Radisson Hospitality Belgium SRL 2 = Hotel	What is our legal basis for processing your personal data?
Personal Data collected when you stay at one of our hotels	Personal preferences details: hobbies and interests, newspapers/magazines, sports, cultural interests, and food and beverage preferences CCTV footage	- provide requested services such as room service, spa, laundry, parking or taxis 2 - personalize arrival and stay 2 - prevent and detect crime and protect health, safety and security 2 - run analytics or collect statistics, particularly for revenue management and forecasting 1-2	Our legitimate interests: to engage with you; improve services and brand image; manage hotel maintenance; prevent fraud and crime; and secure staff, guests and properties Your explicit consent: when processing special-category data for dietary or health requirements
Satisfaction surveys Personal Data collected when you participate in a survey during or after your stay	Contact details: name, title, email address and phone number Hotel reservation information: hotel name, dates of stay, meal plan and rate Additional information: information willingly provided when interacting with us	To: - measure service performance and improve the guest experience 1-2 - ensure on-the-spot guest satisfaction and address identified issues 2	Our legitimate interests: to improve our services and brand image
Complaints handling Personal Data collected when you complain about your stay or experience with Radisson, regardless of channel	Contact details: name, title, email address, social media handle and phone number Hotel reservation information: hotel name, dates, meal plan and rate Hotel stay information: check-in/checkout, in-room calls, Wi-Fi use and F&B consumption Additional information: information willingly provided	To: - address and resolve your complaint 1-2 - improve services and the guest experience 1-2	The performance of a contract: to respond to your complaint Our legitimate interests: to improve our services and brand image
Meetings and events Personal Data collected when you enquire about, organize, book or participate in a meeting, group booking or event at one of our hotels, including where your information is provided by the organizer or booker.	Contact details: name, title, address, email and telephone number Biographical information: gender, birthdate, nationality, language, employer details and professional role for business bookings Additional information: place, date, number of participants, special requests and other event information Participant information: name, contact details, registration and attendance information, accommodation details.	To: - communicate about the meeting or event, including sending quotes 1-2 - create a customer profile in your name 1-2 - administer and manage the meeting or event, including participant registration and attendance 1–2 - process payments and issue invoices relating to the meeting or event 1–2	The performance of a contract: to respond to your request and organize the meeting or event Our legitimate interests: to improve our services and brand image and to manage and develop our relationships with customers, organizers, bookers and planners.

How and why we may use them? Which entity controls them?			
In which context is your personal data collected?	What personal data may we hold about you?	1 = Radisson Hospitality Belgium SRL 2 = Hotel	What is our legal basis for processing your personal data?
	Billing and financial information: billing details, payment information, transaction details and invoice information.		
Newsletter and marketing subscription Personal Data collected when you subscribe to marketing communications	Contact details: name, email address or telephone number	To: - send marketing communications you requested, which may be tailored to your profile, known data and preferences 1 - maintain an up-to-date suppression list if you ask not to be contacted 1 - run analytics or collect statistics 1	Your consent: to receive marketing communications To comply with a legal obligation: to request and keep legally required information, including suppression lists Our legitimate interests: to improve products and services and better engage with you
Online browsing and use of our App Personal Data collected when you browse the Radisson website or use kiosks, the App, or third-party websites/apps where we use cookies, pixels or similar technologies	Technical information: IP address, browser and device information; use of Website, kiosks or App; source, login details and location; navigation data including scroll/mouse movement in a non-identifying manner; pages/content viewed or selected; visit duration; email analytics and hotels searched for or selected	To: - maintain security and manage access to systems, Website and App 1 - understand interactions, personalize communications and improve Website/App 1 - measure effectiveness and improve products and services 1 - maintain data security and keep systems current 1 - enable proper Website and App functioning 1 - tailor services, recommendations, marketing and content 1 - deliver targeted advertising based on previous behavior, including on social media and other websites 1 Read our Cookies policy for more information	Our legitimate interests: to improve products and services; better engage with you; prevent fraud or crime; and secure our Website and App Your consent: to store cookies, pixels or similar technologies for optional communications, and retrieve information from your device
User generated content Personal Data collected when you submit content on our Website/App/social media or permit re-use of content posted on social media	Contact details: name or alias, email address or telephone number Biographical information: gender, birthdate, nationality, language and photograph Social media information: handle name, account number, photo, sentiment and publicly available comments	To: - use content you created or shared in accordance with accepted terms, including posting reviews/content and promoting hotels 1-2	Your consent: so we can use online content you created on our channels or in internal publications
Enquiries Personal Data collected when you contact customer care or account management about hotels, services, reservations, account or rights	Contact details: name, title, address, email address or telephone number Additional information: information willingly provided when interacting with us	To: - answer and manage enquiries 1-2 - run analytics and statistics 1-2 - add questions or concerns to your profile to understand interests and preferences 1 - respond to requests concerning the exercise of your data protection rights — 1–2	The performance of a contract: to respond to enquiries Our legitimate interests: to improve products and services; better engage with you; and prevent fraud or crime To comply with a legal obligation: to respond to requests concerning the exercise of your data protection rights.

How and why we may use them? Which entity controls them?

In which context is your personal data collected?	What personal data may we hold about you?	1 = Radisson Hospitality Belgium SRL 2 = Hotel	What is our legal basis for processing your personal data?
Contests and sweepstakes Personal Data collected when you participate online or in one of our hotels	Contact details: name, title, email address or telephone number Additional information: information willingly provided through participation	To: - enable participation in the contest or sweepstake 1-2	Your consent: to enable participation in the contest or sweepstake
Social Media Platforms Personal Data collected from activity on social media platforms and online review sites	Social media information: handle name, account number, photo, sentiment and publicly available comments Additional information: publicly provided information, including online reviews concerning Radisson Hospitality brands	To: - address questions or complaints 1-2 - monitor online reputation 1 -2 - improve services and identify opportunities 1-2 - manage our social-media pages and content, 1–2	Our legitimate interests: to improve products and services and better engage with you