Privacy and cookie notice

Website, enquiries and stays | Articles 13 and 14 of Regulation (EU) 2016/679

Updated on 16 October 2026

The data controller

AZIENDA AGRITURISTICA POGGIO PISTOLESE DI CABRAS PAOLA
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01 / Who this notice is for

This notice explains how personal data are processed when you visit agriturismopoggiopistolese.com, contact the property, request a booking or stay at Poggio Pistolese. Data may be provided directly, by a person booking for other guests or by a booking platform. Anyone providing another person's data must be entitled to do so and make this notice available to that person.

02 / The data we process

Browsing: IP address, date and time of requests, requested pages, browser information and technical data needed to operate and secure the service.

Enquiries and stays: name, surname, email, telephone number if provided, message, dates and booking details; where necessary, guest information, identity document details, administrative, billing and payment information. Payment card data requested by external platforms are processed within their interfaces, not through this website's contact form.

Fields marked * on the contact form are required. The telephone number is optional. Without necessary data we cannot handle the enquiry or provide the service; declining optional processing does not prevent your stay. Do not send identity document copies or health data through the contact form. Any needs involving special categories of data are handled separately, only as necessary and on an appropriate legal basis, including explicit consent where required by Article 9 GDPR.

Purposes and retention

03 / Enquiries, bookings and obligations

Enquiries and bookings. We answer messages, prepare quotations and manage bookings and requested services on the basis of steps taken before a contract or performance of a contract (Article 6(1)(b) GDPR). For general enquiries, our legitimate interest is to provide a response and assistance (Article 6(1)(f)). Data are retained while handling the enquiry and any resulting matters; further retention is limited to legal obligations or specific needs to protect legal rights.

Obligations relating to stays. Guest identification, public security reporting and administrative, tax and statistical duties are based on Article 6(1)(c) GDPR and applicable legislation, including Article 109 of the Italian public security law (TULPS). Accounting records are retained for 10 years from the last entry, or longer where required by law or proceedings.

Identity documents and Alloggiati Web. Copies obtained solely for reporting to Alloggiati Web are erased or destroyed as soon as the system issues its acceptance receipt. Digital data and paper lists prepared exclusively for that submission are deleted or destroyed at the same time. Submission receipts are retained for 5 years. Any data needed for other purposes remain subject to the respective legal bases and retention periods set out in this notice. Consent relating to future stays does not authorise retention of identity document copies.

04 / Optional activities and security

Optional services. Receiving calls or messages addressed to a guest during a stay requires the guest's consent and ends on departure. Keeping identity and contact details to facilitate future stays and sending offers require separate, freely given and revocable consents (Article 6(1)(a)); retention is limited to 5 years from consent, unless withdrawn earlier. Sending an enquiry through the website does not subscribe you to promotional messages.

Video surveillance. In areas of the property identified by signs, images are processed to protect people and property, on the basis of legitimate interests (Article 6(1)(f)). Normal retention is 24 hours. Any justified and proportionate extension for closures or holidays does not exceed 7 days, except for requests from authorities or specific needs to protect legal rights. On-site signs provide additional information about the system.

Security and disputes. Technical data and logs are used to keep the website operational and prevent abuse (Article 6(1)(f)). Retention is limited to the time necessary for diagnostics, security and incident handling. In a dispute, only relevant data are retained for as long as necessary to protect the right concerned and within applicable time limits. Data are then erased or anonymised.

The website and external services

05 / Cookies and optional content

Ordinary website browsing does not use profiling or advertising analytics tools. Local features do not store marketing preferences. Any strictly technical cookies used by hosting or security services are used only for necessary functions and for the time those functions require; consent is not required under Article 122 of the Italian Privacy Code. Typefaces are served by the website itself.

YouTube and Google Maps. The embedded video and map are optional and are not loaded when the page opens. A notice lets you choose whether to authorise loading: if you activate them, Google receives technical data, including your IP address, and may use cookies or other identifiers according to its settings and notices. Your choice is not stored for future visits. You can stop the video by closing its window and disable the map using its control; cookies already set by the provider can be managed through browser or service settings.

You can decline this content and still use the website, contact details and alternative links. Google's privacy notice: policies.google.com/privacy. Cookie information: policies.google.com/technologies/cookies.

06 / Bookings, social media and other links

Links to Kross Travel, WhatsApp, Facebook, Google, YouTube and Youritaly lead to external services. Access is your choice; these services may collect data and use cookies under the notices available in their interfaces. Poggio Pistolese processes the booking and contact data it receives for the purposes described here. Providers' own notices apply to processing they carry out independently.

07 / Recipients and transfers

Data are accessed by authorised personnel at the property and, where necessary, providers of hosting, email, IT support, booking management and administrative or professional advice. Suppliers processing data on the controller's behalf are appointed under Article 28 GDPR; authorities, public bodies and parties independently determining processing act in accordance with their respective roles. Data are not disclosed to the public for the purposes described.

External services may involve processing outside the European Economic Area. Transfers arranged by the controller must comply with Articles 44 and following GDPR through adequacy decisions or appropriate safeguards, such as standard contractual clauses and additional measures where necessary. You may ask the controller about recipients and obtain a copy or indication of applicable safeguards. External service notices explain their independent transfers.

Your rights

08 / How to exercise your rights

You may request access to your data and information about processing, rectification, erasure or restriction in the circumstances provided by Articles 15-18 GDPR. Where Article 20 applies, you may receive your data in a structured, commonly used, machine-readable format and request transmission to another controller.

You may object to processing based on legitimate interests on grounds relating to your particular situation (Article 21), subject to any legal grounds for continuing it. You may always object to direct marketing. Consent may be withdrawn at any time without affecting the lawfulness of processing already carried out. Erasure and objection do not override statutory retention obligations.

Send your request to info@agriturismopoggiopistolese.com, to the certified email address paola.cabras@pec.agritel.it or to the controller's postal address. Only information necessary to verify your identity may be requested. A response is provided within one month; where requests are complex or numerous, this period may be extended by two further months, with reasons communicated within the first month.

09 / Complaints and automated decisions

You may lodge a complaint with the Italian Data Protection Authority (Garante per la protezione dei dati personali), Piazza Venezia 11, 00187 Rome, Italy, or the competent supervisory authority where you habitually live, work or where the alleged infringement occurred (Article 77 GDPR). Current procedures and contact details: garanteprivacy.it - Exercising your rights.

The website does not make decisions based solely on automated processing, including profiling, that produce legal or similarly significant effects. Data are processed electronically and, where necessary for the accommodation business, on paper, with restricted access and organisational and technical measures proportionate to the risks.

10 / References and updates

This notice is available in Italian, English and German. The update date identifies the notice in force. Changes to processing will be communicated through the notice published on the website and, where necessary, through further communications or requests for consent.

Official references

Regulation (EU) 2016/679 (GDPR)

Garante - Cookie guidelines, 10 June 2021

Garante - Guests' identity documents, 29 April 2026

Garante - Video surveillance FAQs

Italian Ministry of the Interior Decree of 16 September 2021