

Personal Data Processing Policy

Panorama Kakheti Resort | Publication date: 16.08.2026

1. Who processes personal data

The controller of personal data is Panorama Kakheti Resort.

Hotel address: Georgia, Gurjaani District, Village Akhasheni, Turn 42, 1502.

Contact details for questions regarding personal data processing are available in the contact section of the website.

2. What data may be processed

The hotel may process data provided directly by the user: first and last name, phone number, email address, check-in and check-out dates, number of guests, booking or request comments, and information required to arrange accommodation, an event, a wedding, a banquet, or another hotel service.

The website may also automatically receive technical data: IP address, browser and device type, visited pages, cookies, and similar technical data.

3. Purposes of processing

Personal data is used to process requests and bookings, contact the guest, prepare an individual offer, confirm, change or cancel a booking, improve service quality and website performance, comply with legal requirements, ensure website security, and prevent misuse.

Data is not used for purposes unrelated to hotel operations and guest services.

4. Transfer of data to third parties

Panorama Kakheti Resort may transfer personal data to third parties only when this is necessary to process a request, handle a booking, or provide a service.

Such third parties may include online booking services, payment and banking services, technical contractors supporting the website, email, CRM, analytics, or contact forms, and public authorities where disclosure is required by law.

Third parties receive only the data necessary to perform the relevant task.

5. Cookies

The website may use cookies and similar technologies to ensure correct operation, analyze traffic, and improve the user experience.

The user may restrict or disable cookies in the browser settings. In this case, some website functions may not work correctly.

6. Storage and protection of data

Personal data is stored only for the period necessary for the purposes for which it was collected or for the period required by law.

The hotel takes reasonable organizational and technical measures to protect personal data from unauthorized access, alteration, disclosure, or destruction.

7. User rights

The user has the right to request information about which personal data is processed, request correction of inaccurate data, withdraw consent to data processing, request deletion of data where further storage is not required by law or for the performance of obligations, and opt out of marketing messages if such messages are sent.

To exercise these rights, the user may contact the hotel using the contact details provided on the website.

8. Changes to this Policy

Panorama Kakheti Resort may update this Policy. The current version is published on the website.

Short consent text for forms

I consent to the processing of my personal data by Panorama Kakheti Resort for the purpose of processing my request, contacting me, and providing hotel services. I have read the Personal Data Processing Policy.

This template is prepared for publication on the hotel website. Before publishing legally significant documents, final review by the hotel's responsible person is recommended.