



# Privacy Policy

HI Bergen Montana is committed to protecting your personal information. This Privacy Policy explains how we collect information about you, how we use the information we collect, and how you can instruct us if you prefer to change the use of that information.

## 1. Who we are

HI Bergen Montana provides a wide range of hostel accommodation and programmes and is a non-profit hostel with a mission to support sustainable and responsible tourism, as well as cultural diversity.

HI Bergen Montana is a data controller and a data processor in terms of the General Data Protection Regulation (GDPR).

## 2. How we collect your information

Information about you will be collected by HI Bergen Montana in a number of ways:

- When you book accommodation
- When you contact us via our website, e-mail, phone
- When you join as a member
- When you volunteer
- When you take part in surveys, events and competitions
- When you use our websites
- When you interact with us through social media
- When you book our accommodation through third party websites
- When you are involved in an accident or incident at one of our properties

## 3. What personal information we collect

HI Bergen Montana may collect the following types of personal data about you:

- Name and contact information (address, email and telephone number)
- Gender
- Date of birth
- Payment details

- Identification details, such as your passport
- Details of other people associated with a booking or membership
- Information relating to your online interaction with HI Bergen Montana, for example the pages you visit on our websites, your IP address, device and browser type, as well as social media interactions

#### **4. How we use the information we collect**

We use your personal information in the following ways:

- To confirm and remind you of your reservations
- To provide the services you have requested
- To manage your volunteering and membership
- To record your interactions with us
- To contact you by email, post, text message or phone with relevant communications about our products and services, such as newsletters, surveys and promotions
- To personalize the services and communications we offer to you
- To help inform and improve the relevance of our online advertising?
- To analyze data so that we can better understand customer and supporter behaviors, trends and the impact of our activities
- To inform about future product and service development
- To record any accidents or incidents that you may have been involved in or witnessed at our property

Where we process your personal information, it may be held by HI Bergen Montana or by trusted third party companies which processes it on our behalf.

Please also read our Cookie Policy and our website terms and conditions.

#### **5. How long we keep your information**

We retain your personal information for as long as it is needed to fulfil the service you requested. In some cases, we must retain it in order to meet our legal obligations for reporting (for example, retaining financial records for up to 5 years).

When your information is no longer required we will delete it securely.

We may retain information about customers whose conduct has been anti-social or breached our policies, for the purpose of restricting those customers' future use of our services.

## **6. How we keep your information safe**

We follow good security practices (including appropriate technical and organizational measures) in the processing, storage and disclosure of information which you have given us. We monitor your information where practical to do so to check that it is accurate and up to date.

Our security procedures mean that we will need to confirm your identity before we are able to discuss your bookings, membership or other queries.

## **7. Disclosing your information to other organizations**

The data that we collect from you will not be transferred to, processed, stored or sold to third parties.

We may release your information to the police or other authorities where we are under a legal obligation to do so.

## **8. Your rights**

You may, at any time:

- Ask us what information we hold about you and what we are doing with it
- Request copies of the information we hold about you
- Ask us to correct your information if it is inaccurate
- Request that we delete your information
- Ask us to change the way we process your information
- Object to our processing of your information
- Change how we communicate with you

If you have a complaint about our use of your information, contact us directly at [montana@hihostels.no](mailto:montana@hihostels.no) in the first instance so that we can address your complaint. However, you can also contact: Datatilsynet, Postboks 458 Sentrum, 0105 Oslo.

If you want to unsubscribe from HI Bergen Montana emails, contact us directly at [montana@hihostels.no](mailto:montana@hihostels.no)

## **9. Updates to this privacy policy**

We regularly review and update this privacy policy, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

## 10. How to get in touch

If you have any questions regarding our privacy policy, please or wish to exercise your data privacy rights contact us using [montana@hihostels.no](mailto:montana@hihostels.no)

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Last updated 21 Februar 2022