

# Domes Resorts & Reserves Cookies Policy

## PREFACE

Welcome to Domes Resorts Group. Domes Operator GP established in Tsifliki, Elounda, Agios Nikolaos, Lasithi, Crete, Greece (Registration Number 133802441000), operates [www.domesresorts.com](http://www.domesresorts.com) and [www.ledracrete.gr](http://www.ledracrete.gr) websites. Domes Operator GP is the Controller of your personal data on the main page of [www.domesresorts.gr](http://www.domesresorts.gr) and for [www.ledracrete.gr](http://www.ledracrete.gr), according to the General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council and the national law 4624/2019 (Government Gazette 139/A/2019). Domes Operator GP also hosts the websites of each of establishment of Domes Resorts Hotels Group, thus acting as the processor of your personal data whereas each company is the data Controller the internal webpage of the hotel it owns or operates. Below we provide an index so that you can easily identify the controller and the processor in each webpage:

URL	CONTROLLER	PROCESSOR
<a href="http://www.domesresorts.com">www.domesresorts.com</a>	Domes Operator GP	-
<a href="http://www.ledracrete.gr">www.ledracrete.gr</a>	Domes Operator GP	-
<a href="https://domesresorts.com/domesofelounda/">https://domesresorts.com/domesofelounda/</a>	Touristikai Epiheiriseis Driros S.A.	Domes Operator GP
<a href="https://domesresorts.com/domesnoruzchania/">https://domesresorts.com/domesnoruzchania/</a>	Domes of Chania S.A.	Domes Operator GP
<a href="https://domesresorts.com/domeszeenchania/">https://domesresorts.com/domeszeenchania/</a>	Domes of Crete Single Member S.A.	Domes Operator GP
<a href="https://domesresorts.com/domesmiramare/">https://domesresorts.com/domesmiramare/</a>	Domes of Corfu S.A.	Domes Operator GP
<a href="https://domesresorts.com/domesauluselounda/">https://domesresorts.com/domesauluselounda/</a>	Domes of Attica S.A.	Domes Operator GP
<a href="https://domesresorts.com/domesofcorfu/">https://domesresorts.com/domesofcorfu/</a>	Domes of Attica S.A.	Domes Operator GP
<a href="https://domesresorts.com/domesauluszante/">https://domesresorts.com/domesauluszante/</a>	Domes of Attica S.A.	Domes Operator GP
<a href="https://domesresorts.com/domesnoruzkassandra/">https://domesresorts.com/domesnoruzkassandra/</a>	Domes of Corfu S.A.	Domes Operator GP
<a href="https://domesresorts.com/domeslakealgarve/">https://domesresorts.com/domeslakealgarve/</a>	Domes of Attica S.A.	Domes Operator GP
<a href="https://domesresorts.com/domeswhitecoastmilos/">https://domesresorts.com/domeswhitecoastmilos/</a>	Domes of Attica S.A.	Domes Operator GP

Each of the above companies is an independent entity. For the establishment of each company please read the relevant privacy policy which you can find at the bottom of each hotel's webpage. If you cannot find what you seek or for any relevant do not hesitate to contact our DPO at [dpo@ledrahotelsandvillas.com](mailto:dpo@ledrahotelsandvillas.com).

## WHAT ARE COOKIES?

The website of Domes Resorts sets cookies in order to enable, facilitate or enhance some of the services provided. Cookies are simple text files stored on your computer or mobile device by a website server. Cookies may store personal data. That server will subsequently be able to retrieve or read the contents of that cookie. Cookies are managed by the browser you use. Each cookie is unique and contains some anonymous information such as a unique identifier, site name, digits and letters. It allows a website to remember your browsing preferences. Most of the websites you visit use cookies in order to enhance the user experience. Cookies allow websites to "remember" you, either during that particular visit (using "session cookies") or at every visit (using "persistent cookies").

Cookies can have various functions. They enable you to navigate between pages efficiently storing your preferences and generally they render the use of the website more convenient and pleasing. Cookies make the interaction between you and the website faster and easier. If a website does not use cookies, it will think that you are a new visitor every time you visit the website or you move to a new page on the site. Some websites use cookies to enable them to target their advertising or marketing messages based on, for example, on your location and/or browsing habits.

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## WHY DO WE USE COOKIES?

We use cookies to learn more about the way visitors interact with our content and help us to improve the experience when visiting our Site. The share function is used by visitors to recommend our Site and content on social networks such as Facebook and Twitter. Cookies store information on how visitors use the share function – although not at an individual level – so that the Site can be improved. If you do not accept cookies, no information is stored. For some of the functions within our Site we use third party suppliers, for example, when you visit a page with videos embedded from or links to

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## WHY DO WE USE COOKIES?

These videos or links (and any other content from third party suppliers) may contain third party cookies and you may wish to consult the policies of these third party websites for information regarding their use of cookies.

## COOKIE CATEGORIES

- First party cookies: are set by the website you are visiting at the moment and can only be read by that particular site.
- Third party cookies: are set and used by a different entity from the owner of the website you are visiting.  
They are mainly for the provision of targeted advertising by their provider.
- Session cookies: are stored temporarily during a browsing session and are deleted from your device when the browser is closed.
- Persistent cookies: are saved on your device for a fixed period of time (usually a year or longer) and are not deleted when the browser is closed.  
They are used where we need to know who you are for more than one browsing session.
- Necessary cookies: their use is required for the operation of the website.

## CONSENT

The use of non-necessary cookies for the provision of optimised personalized services and targeted advertising, is based on your former, informed consent. Every time you visit our website, an informational banner will appear in order to choose whether you wish to accept or decline their use. You can accept or decline the use of certain categories of cookies or of certain cookies we use. Our website will remember your choice and potential settings, while we will ask for your consent once more at regular intervals. Your settings can be altered at any time by clicking on Cookie Settings. The list of the cookies we use is accessible at all times in this policy and in the filed Cookie Settings. This list will be updated regularly, while in case of the use of new cookies that bring about a significant alteration to the processing of your personal data, you will be specifically informed and your consent will once more be asked for.

## HOW DO WE USE COOKIES?

[domesresorts.com](https://www.domesresorts.com) uses both first and third party cookies. Regarding the use of third party cookies and the processing of the information they collect, please check out their privacy policy.

## NECESSARY COOKIES

These cookies are used to enable the performance of the basic functions of our website, such as the access to secure areas.

NAME	PROVIDER	SOURCE	TYPE	PURPOSE	DURATION
X-Mapping-#	Domesresorts.com	https://domesresorts.com/	First party	Saves the address and port number of the web server that is managing the session. Used to improve the website's performance security.	180 days
__cfduid	Cloudflare	https://domesresorts.com/	First party	Used by the content network, Cloudflare, to identify trusted web traffic.	180 days
wordpress_gdpr_first_time	Gdpr cookie	https://domesresorts.com/	First party	Necessary for the functionality of the website's gdpr cookie function.	180 days
wordpress_gdpr_first_time_url	Gdpr cookie	http://domesofelounda.com/	First party	Necessary for the functionality of the website's gdpr cookie function.	180 days
wordpress_gdpr_cookies_declined	Gdpr cookie	https://domesresorts.com/	First party	Necessary for the functionality of the website's gdpr cookie function.	180 days
wordpress_gdpr_cookies_allowed	Gdpr cookie	https://domesresorts.com/	First party	Necessary for the functionality of the website's gdpr cookie function.	180 days
__lc_cid	Live chat	https://domesresorts.com/	Third party	Necessary for the functionality of the website's chat-box function.	3 years
__lc_cst	Live chat	accounts.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	3 years
__lc2_cid	Live chat	accounts.livechatinc.com	Third party	Stores a unique ID string for each chat-box session. This allows the website-support to see previous issues and reconnect with the previous supporter.	3 years
__lc2_cst	Live chat	accounts.livechatinc.com	Third party	Stores a unique ID string for each chat-box session. This allows the website-support to see previous issues and reconnect with the previous supporter.	3 years
__oauth_redirect_detector	Live chat	accounts.livechatinc.com	Third party	Allows the website to recognise the visitor, in order to optimize the chat-box functionality.	1 day
_livechat_has_visited	Live chat	accounts.livechatinc.com	Third party	Identifies the visitor across devices and visits, in order to optimize the chat-box function on the website.	Persistent
@@lc_auth_token:1133361	Live chat	secure.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	Persistent
1133361:state	Live chat	secure.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	Persistent
side_storage_1133361	Live chat	secure.livechatinc.com	Third party	Necessary for the functionality of the website's chat-box function.	Persistent
CASID	Live chat	secure.livechatinc.com	Third party	Allows the website to recognise the visitor, in order to optimize the chat-box functionality.	Session
__livechat	Live chat	api.livechatinc.com	Third party	Used to hide the user's personal customisation of LiveChat.	3 years
rc::a	Google reCAPTCHA	livechatinc.com	Third party	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	Persistent
rc::b	Google reCAPTCHA	google.com	Third party	This cookie is used to distinguish between humans and bots.	Session
rc::c	Google reCAPTCHA	google.com	Third party	This cookie is used to distinguish between humans and bots.	Session
rc::d-#	Google reCAPTCHA	google.com	Third party	This cookie is used to distinguish between humans and bots.	Persistent
_greaptcha	Google reCAPTCHA	google.com	HTML	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	Persistent
_GRECAPTCHA	Google reCAPTCHA	google.com	HTTP	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.	179 days

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## ANALYTICAL COOKIES

These cookies are used only to improve the way our website performs by collecting and reporting information on its usage.

NAME	PROVIDER	SOURCE	TYPE	PURPOSE	DURATION
_ga	Google	https://domesresorts.com/	First party	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 years
_gat	Google Analytics	https://domesresorts.com/	First party	Used by Google Analytics to throttle request rate.	1 day
_gid	Google Analytics	https://domesresorts.com/	First party	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 day
_utmzses	Google Analytics	https://domesresorts.com/	First party	Collects data on where the user came from, what search engine was used, what link was clicked and what search term was used. Used by Google Analytics.	180 days
_utmzz	Google Analytics	https://domesresorts.com/	First party	Collects data on where the user came from, what search engine was used, what link was clicked and what search term was used. Used by Google Analytics.	180 days

## USER BEHAVIOUR COOKIES

These cookies are set through our site by our advertising partners. For further information please visit their privacy policy.

NAME	PROVIDER	SOURCE	TYPE	PURPOSE	DURATION
NID	Google Tag manager	google.com	Third party	Registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.	6 months

## MARKETING COOKIES

These cookies enable us to address towards our users advertising messages or offers more consistent to your interests and preferences.

They also enable us to evaluate the effectiveness of each advertising campaign.

This information collected by third party cookies is accessible to the marketing channels of their providers.

NAME	PROVIDER	SOURCE	TYPE	PURPOSE	DURATION
_fbp	Facebook	.facebook.com	Third party	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	3 months
fr	Facebook	.facebook.com	Third party	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.	3 months
pin_unauth	Pinterest	pinterest.ie	HTTP	Used by Pin terest to track the usage of services.	1 year
_pinterest_sess	Pinterest	pinterest.ie	HTTP	Necessary for th e in tegration of Pinterest on th e w ebsite. Pin terest.com provides an audio-visual service on the website.	1 year
Tvdsky	Tvdsky	tvquared.com	Third party	Registers a unique ID that can then be correlated to the specific campaign for attribution purposes.	6 months

## PROVIDERS OF THIRD PARTY COOKIES

Please check out the privacy policies of the third providers regarding the processing and storing of the information collected by their cookies.

LiveChat Inc.

<https://www.livechat.com/legal/privacy-policy>

Facebook

<https://el-gr.facebook.com/about/privacy>

Cybot S.A.

<https://www.cookiebot.com/en/privacy-policy>

Google, Google reCAPTCHA, Google Analytics, Google Tag Manager

<https://policies.google.com/privacy?hl=en>

Cloudflare, Inc.

<https://www.cloudflare.com/privacypolicy>

Tvsquared Ltd.

<https://www.tvquared.com/privacy-policy>

# Domes Resorts & Reserves Cookies Policy

## YOUR RIGHTS

You can exercise any time the following rights:

- you can obtain access to your data collected and to request a copy (Right of Information).  
We can satisfy this right, in case it regards data collected by first party cookies.
- you can obtain not only the rectification of inaccurate data but also the completion of incomplete data, always according to the purposes of the processing (Right to Rectification).
- you have the right to obtain the erasure of your data, without prejudice to our obligations and legal rights regarding their retention on the basis of the specific implemented statutory and regulatory provisions (Right to Erasure).
- you can obtain restriction of processing your data, when it is not clear whether your data is being used and for how long, when you contest their accuracy, when their processing is unlawful or the purpose of the processing has come to an end and under the provision that there is no legitimate reason for their retention, while your clear consent will be requested for any other processing except from filing (Right to Restriction).
- you can object at any time to the processing of your data, on grounds relating to your particular situation, in case your data are processed for the purposes of our legal interests, without prejudice that we can demonstrate compelling and legitimate grounds for the respective processing that override your interests, rights and freedoms or for the establishment, exercise and defence of legal claims (Right to Object).
- you can receive your data which are retained with automated means electronically (in a commonly used and machine – relatable format) or you can demand their transmission to others (Right to Portability).

## HOW YOU CAN EXERCISE YOUR RIGHTS – THE RIGHT TO LODGE A COMPLAINT

In case you want to exercise your rights regarding information collected by cookies concerning you, you can submit a written request by mail at [privacy@ledrahotelsandvillas.com](mailto:privacy@ledrahotelsandvillas.com). In your request, please make clear what right is exercised and what data it regards. For your protection, we only fulfill requests for the data associated with the particular email address that you use to send us your request, and we may need to verify your identity before fulfilling your request. We will try to comply with your request as soon as reasonably practicable and consistent with the applicable law. Please note that we often need to retain certain data for record-keeping purposes and/or to provide services prior to requesting a change or deletion. There may also be residual data that will remain within our databases and other records, which will not be removed. In addition, there may be certain data that we may not allow you to review for legal, security or other reasons. In case there is undue refusal or delay on our behalf to grant your requests, as established in your rights, or if you feel that your data are processed in contravention of the law, you have the ability to file a complaint with the Hellenic Data Protection Authority, which is established in Athens, Kifisia Str. 1-3, PC 115 23, tel 0030 210 64 75 600 and fax 0030 210 64 75 628, as the national competent authority concerning the implementation of the Regulation (EU) 2016/679 (General Data Protection Regulation - GDPR), the ePrivacy Directive (EC) 2002/58 and the national laws 4264/2019 (GG 137/A/29.08.2019) and 3471/2006 (GG 133/A/28.06.2006). For further information, you can visit the official website of the above authority [www.dpa.gr](http://www.dpa.gr) (an English version is available).

## DPO

Conforming ar. 37 and 38 of the GDPR, on regard to your best interest, Domes Operator GP has designated Anastasios Nikolakopoulos, Attorney at law admitted in Thessaloniki Bar Association, resident at 15 Komnion str. Thessaloniki, Greece, Zip Code 54 625, tel. 2310 24 02 24, as the Data Protection Officer who you may contact directly for your personal data protection matters at [dpo@ledrahotelsandvillas.com](mailto:dpo@ledrahotelsandvillas.com).

## UPDATE

Domes Operator GP values you and recognizes that privacy is important to you. We revise and update regularly this Cookies Policy, while it is at all times accessible in the respective field. In case of using new cookies that bring about a significant alteration to the processing of your personal data, you will be specifically informed and your consent will once more be asked for. Its former versions are at your disposal upon request. We remain at your disposal for any addition information using the above contact.

LAST UPDATED: APRIL 2023