



PRIVACY POLICY, COOKIE POLICY & PAYMENT DATA NOTICE

SunFlower camping d.o.o.

Last updated: 01.03.2026

PRIVACY POLICY

1. DATA CONTROLLER

SunFlower camping d.o.o.
Ulica Eugena Kumičića 4
52466 Novigrad – Cittanova, Croatia
OIB: 40346945445
E-mail: info@sunflower-camping.com

We act as Data Controller under GDPR and Croatian data protection law.

2. DATA WE COLLECT

Booking Data: name, surname, address, email, phone, nationality, stay details.
Payment Data: transaction ID, masked card data (processed via Stripe). We do NOT store full credit card numbers.
Communication Data: emails and inquiries, customer support communications.
Website Data: IP address, browser data, cookies.

Reservations are processed through the Bentrall booking system operated by INTERSPLET d.o.o., Slance 8, 3221 Teharje, davčna številka: SI82781591, matična številka: 3431894000, acting as a GDPR-compliant data processor.

3. LEGAL BASIS

Contract performance (Art. 6(1)(b) GDPR): Reservation processing, accommodation services, communication regarding booking
Legal obligation (Art. 6(1)(c) GDPR): Tax and accounting obligations
Legitimate interest (Art. 6(1)(f) GDPR): Fraud prevention, security, service improvement
Consent (Art. 6(1)(a) GDPR) where applicable: marketing communications (if applicable), optional cookies

4. DATA SHARING

Data may be shared with:

- Bentrall (booking system provider)
- Stripe (payment processor)
- IT providers
- Accounting services
- Authorities where legally required

All processors are GDPR compliant.

5. DATA SHARING

We may share data with:

- Stripe (payment processing)

- Bentral (booking system provider)
- IT service providers
- Accounting services
- Government authorities (where legally required)

All processors are contractually bound to comply with GDPR.

6. INTERNATIONAL TRANSFERS

If data is transferred outside the EU (e.g., Stripe infrastructure), such transfers are protected by:

- Standard Contractual Clauses (SCCs)
- Adequacy decisions
- Other GDPR-compliant safeguards

7. YOUR RIGHTS UNDER GDPR

You have the right to:

- Access your personal data
- Rectification
- Erasure (“right to be forgotten”)
- Restriction of processing
- Data portability
- Object to processing
- Withdraw consent at any time

Requests may be sent to: info@sunflower-camping.com

You also have the right to lodge a complaint with the Croatian Data Protection Authority (AZOP).

8. DATA SECURITY

We implement appropriate technical and organizational measures including:

- SSL encryption
- Secure payment processing
- Restricted data access
- Secure hosting environment

9. AUTOMATED DECISION-MAKING

We do not perform automated decision-making or profiling that produces legal effects.

10. CHANGES TO THIS POLICY

We reserve the right to update this Privacy Policy.

The latest version is always published on our website.

COOKIE POLICY

1. WHAT ARE COOKIES

Cookies are small text files stored on your device when visiting our website. They help ensure proper website functionality, security, and embedded content display.

2. COOKIES USED ON THIS WEBSITE

Our website uses the following cookies:

A. Strictly Necessary Cookies

These cookies are essential for website security and cannot be disabled.

Cookie Name	Provider	Purpose	Duration
rc::a	google.com	Identifies bots via Google reCAPTCHA to protect against spam	Persistent
rc::c	google.com	Identifies bots via Google reCAPTCHA	Session

VISITOR_PRIVACY_METADATA youtube.com Stores user's cookie consent state 6 months

Legal basis: **Legitimate interest (Art. 6(1)(f) GDPR)** – website security and abuse prevention.

B. Functional Cookies

Cookie Name	Provider	Purpose	Duration
VISITOR_INFO1_LIVE	youtube.com	Measures bandwidth to determine appropriate video player	6 months

Legal basis: **Consent (Art. 6(1)(a) GDPR)**

C. Analytics / Performance Cookies

Cookie Name	Provider	Purpose	Duration
YSC	youtube.com	Tracks views of embedded YouTube videos	Session

Legal basis: **Consent**

D. Advertising / Experimentation Cookies

Cookie Name	Provider	Purpose	Duration
__Secure-ROLLOUT_TOKEN	youtube.com	Manages feature rollouts and interface testing	6 months

Legal basis: **Consent**

E. Other Cookies

Cookie Name	Provider	Purpose	Duration
__Secure-YEC	youtube.com	Set by YouTube (exact functionality defined by provider)	Varies

Legal basis: **Consent**

3. THIRD-PARTY PROVIDERS

Embedded YouTube videos may set cookies when played.
Google reCAPTCHA sets security-related cookies.

These providers may process data outside the EU under GDPR-compliant safeguards (Standard Contractual Clauses).

More information:

- <https://policies.google.com/privacy>
- <https://www.youtube.com/howyoutubeworks/policies/cookies/>

4. COOKIE CONSENT

When you first visit our website, you are presented with a cookie banner allowing you to:

- Accept all cookies
- Reject non-essential cookies
- Customize cookie preferences
- Necessary cookies cannot be disabled.

Consent can be withdrawn at any time via browser settings or cookie banner settings.

STRIPE PAYMENT DATA NOTICE

To ensure transparency:

Payments are processed via Stripe Payments Europe Ltd.

When you choose card payment:

- Your payment data is transmitted directly to Stripe via encrypted connection.
- We do not store full card numbers.
- Stripe acts as an independent data controller for payment processing.

Stripe may process personal data outside the EU under GDPR-compliant safeguards. We do not take any responsibility for it.

More information: <https://stripe.com/privacy>