Privacy Policy

Last updated: 16.10.2026

Nøsen Yoga og Fjellhotell AS takes your privacy seriously. This policy explains what personal data we collect, why, how long we keep it, and what rights you have.

Data controller: Nøsen Yoga og Fjellhotell AS Company reg. no. 914 999 642 Nøsasvingen 19, 2960 Røn, Norway post@nosenyoga.no +47 484 22 888

Bookings and stays

When you book a stay, course or retreat with us, we register your name, date of birth, email, phone number, address, arrival and departure dates, room type, number of guests, and any special needs (e.g. allergies or accessibility requirements) you provide.

This information is recorded in our booking system, Mews, and is used to carry out your stay, issue invoices, and contact you about your booking. We retain this information for 14 months after your stay ends, unless a longer period is required under accounting regulations.

Identification for foreign guests

As an accommodation provider, we are legally required to keep a register of all guests. For guests who are not Nordic citizens, we verify valid identification (passport or ID card) and record name, date of birth, nationality and arrival date. This register may be disclosed to the police on request. We retain this information for 3 months.

Payment cards

Payment cards are processed and encrypted directly by our booking system, Mews, which is certified for secure card processing (PCI DSS). We never see or store full card numbers ourselves. You may request deletion of a stored card at any time.

Yoga, courses and retreats

In connection with yoga classes, courses or retreats, you may choose to share information about physical conditions relevant to a safe experience, such as injuries or pregnancy. This is only processed with your explicit consent, and the information is deleted shortly after your stay ends. You are free to decline to share this information.

Restaurant

When ordering meals, we record any allergies or food intolerances you provide, for your safety.

Sauna and yoga sign-up

Sign-ups for sauna and yoga sessions are currently noted on sign-up sheets. These are kept out of sight of other guests and discarded no later than 7 days after the activity has taken place.

Gift cards

When you purchase a gift card, we record the purchaser's name, contact details and payment information via Mews, as well as the recipient's name if the gift card is a gift. Purchase records are kept for 5 years, as required by accounting regulations.

Corporate and group agreements

For corporate bookings or standing agreements, we record contact information for the company's contact person(s) and necessary invoicing details. Contact information is kept for the duration of the agreement and up to 1 year afterwards.

Guest Wi-Fi

When using our wireless network, we may process your IP and MAC address, as well as email or phone number if login is required. This is used solely to provide a secure network service and is retained for up to 30 days.

Accounting

Invoices and other accounting records are kept for 5 years after the end of the accounting year, as required by the Norwegian Bookkeeping Act.

Newsletter and marketing

We send a newsletter to those who sign up on our website. We process your email address (and your name, if you give it) based on your consent, using our newsletter service (currently Squarespace Email Campaigns). Every newsletter has an unsubscribe link, and you can unsubscribe at any time. We delete your address when you unsubscribe.

Targeted advertising

We do not currently use targeted advertising. If this is introduced, it will only take place based on your consent via the cookie settings on our website.

Cookies

Our website only uses cookies that are strictly necessary for the booking function to work. We do not use Google Analytics, Meta Pixel, or similar tracking tools.

Some pages show maps from Google Maps, films from YouTube and podcast players from Spotify. When you open these pages, these services may set their own cookies and receive your IP address. We use YouTube's privacy-enhanced mode.

Personalisation of your stay

We may use information about your preferences and previous stays with us to tailor future visits. You may opt out of this by contacting us.

Who we share information with

We only share information with businesses that perform services on our behalf (such as Mews, our newsletter service and our accountant, Sparebank 1 Regnskapshuset Valhall AS), or with public authorities where we are legally required to do so.

Your email address is only shared with third parties in connection with specific events you have booked or signed up for with us, and never for marketing or other purposes without your consent. We never sell personal data.

Your rights

You have the right to request access to, correction of, or deletion of the information we hold about you, as well as to restrict or object to processing, receive your data in a structured format, and withdraw consent at any time. Contact us at post@nosenyoga.no to exercise your rights.

Our privacy contact person is Ida Molund Vasstrand.

Complaints

If you believe we are processing your personal data in violation of the regulations, you may file a complaint with the Norwegian Data Protection Authority (Datatilsynet), www.datatilsynet.no. We would appreciate the opportunity to address any concerns directly first.

Changes

We may update this policy as needed. The current version is always published here, at www.nosenyoga.no.