

## **PRIVACY STATEMENT**

Privacy policies related to the processing of personal data

Privacy statement in accordance to art. 13 of the EU Regulation 2016/679 issued by the European Parliament and Council on the 27<sup>th</sup> of April 2016 and concerning the protection of natural persons in the processing of their personal data, as well as the free circulation of such data and which abrogates Directive 95/46/EC (General Regulations for the protection of data). According to the EU General Regulations for the protection of personal data (Regulation 2016/679 issued by the European Parliament and Council), please be informed that:

### **NAME AND CONTACT DETAILS OF THE PERSON RESPONSIBLE FOR DATA COLLECTION**

Responsible for the processing of the collected data is Hotel Römerrast and its legal representative, Andergassen Karl & Co.

### **PERSONAL DATA AND SPECIAL CATEGORIES OF DATA**

Your personal data and especially your master data include surname, name, address, e-mail, telephone number, fax number, birthday, language spoken and license plate as well as the data contained in your travel and identity documents and data concerning your payments and methods of payment (such as bank details, credit card data).

Personal data also involve dates and duration of your stay as well as eventual food intolerances and allergies. Special data categories are health data and data regarding special needs.

### **PURPOSE AND LEGAL FOUNDATION FOR THE PROCESSING OF PERSONAL DATA**

The collected data will be processed for the following purposes:

- ! Fulfillment of legal requirements
- ! Contractual and pre-contractual obligations concerning your stay (reservation, duration or your stay, departure etc.)
- ! Forwarding of messages and voice calls aimed to the guest
- ! Data storage for the facilitation of further or future bookings and sending of requested information, offers and news regarding the hotel, its partner companies, the surroundings, local events etc. via e-mail, mail and other means of communication Anticipation and post-departure emails.

The legal basis for the processing of your data:

- ! Legal obligations
- ! The fulfillment of pre-contractual and contractual measures and obligations
- ! Your consent

- ! legitimate interests (e.g. for improvements of our customer service and our contacts with the clients also concerning direct advertising or video surveillance intended to protect persons and properties from possible aggression, theft, robbery, damage and vandalism, as well as for fire prevention and safety at the workplace).

### **RECIPIENTS OF THE PERSONAL DATA**

In most cases, your personal data will not be provided to third parties. Under certain circumstances, however, and in consideration of the permitted uses and proposals, the information may be forwarded to other departments within the hotel, to third subjects and the following service providers:

- Tourism Office Kaltern, for everything concerning excursions and guided tours
- Daten-Service Kaltern
- Wages clerk / accountant / business consultant
- OKIS media design
- Clicktext online marketing / Newsletter
- IT Systems operation system & Software / remote maintenance

The recipients listed above are required by us to comply with all current norms and standards concerning data protection.

Your personal data will not be forwarded to third countries nor to international organizations outside the EU.

### **DURATION OF DATA STORAGE**

The period of storage of personal data is given by the statutory storage obligations concerning the conservation of the data and the requirements contemplated by the law. Your personal data, which are processed in order to comply with a legal requirement or a contractual obligation, will be kept only for the time that is strictly necessary for their processing. The data, which are processed with your consent, will be kept until your consent is revoked.

### **RIGHTS OF THE PERSON CONCERNED**

Right of access: according to art. 15 of the GDPR, you are entitled to be informed about which personal data are processed, about their origin and nature, their possible forwarding to third parties as well as their use.

Right of correction and erasure: according to art. 16 of the GDPR, you may, at any time, require the rectification or integration of your personal data. In the same way, in accordance to art. 17 of the GDPR, you are also entitled to require the total erasure of your data. Especially in case of published data, you also have the "right to be forgotten",

i.e. to request that all necessary steps are taken in order to erase all of the links, copies, replications and similar.

Right to object: according to art. 21 of the GDPR, you may, at any time, exercise your right to object, modify or entirely revoke your declaration of consent with effect for the future.

Right of restriction (or blocking): according to art. 18 of the GDPR, you may, at any time, request the limitation or even the ban on processing of your personal data. The collected information may be processed only upon your personal consent.

Right of data portability: according to art. 20 of the GDPR, you are entitled to request and receive the personal data provided by yourself in a structured, commonly used and machine-readable format. You also have the right to require their transmission to another controller as well as the right to lodge a complaint with the supervisory authority, in accordance with art. 77 of the GDPR.

#### **CHARACTERISTICS OF THE CONSENT**

Your personal data will be processed in accordance with the contractual basis and the current legislation, as set in the provisions of the EU Regulation 679/2016 (GDPR).

The consent for the processing of special data categories is given voluntarily.

The non-providing of these data implies that special arrangements, also towards further bookings, may not be considered.

The consent to the processing of personal data concerning the sending of information, special offers and new features offered by the hotel, is given voluntarily. The non-providing of personal data, implies that offers, news and other information may not be supplied.

Kaltern/Caldaro, 25th of May 2018