

At the Pension-Appartements Alpenblick we are committed to protecting the privacy of your personal data in accordance with the new European Union data protection regulations. Any personal data you submit to us will be used solely for the purposes of fulfilling the contract for a stay in our accommodation, and this data protection document should serve to inform you about this. Should you have any questions or need clarification, please feel free to contact our data protection coordinator, Johannes Schwaiger at pension.alpenblick@sbg.at.

Maria Alm, 25.05.2018

Johannes Schwaiger

1. Principles

This data protection document applies to anyone using services provided by *Pension-Appartements Alpenblick* and serves to inform you about the purpose, type, and extent of collection and use of your personal data by our business. We respect your privacy and endeavour to adhere to the legal requirements as laid down by the EU regulations Nr. 679/2016 (DSGVO), DSG 2000, DSG 2018 and TKG 2003 in any processing of your personal data. Any personal data we have is processed according to these basic principles.

Responsibility for the processing of data lies with *Pension-Appartements Alpenblick, Am Kirchplatz 5, 5761 Maria Alm*, E-Mail: pension.alpenblick@sbg.at

Our data processing coordinator is Johannes Schwaiger (Am Kirchplatz 5, 5761 Maria Alm)

By using our services and giving consent in accordance with this declaration you confirm that you are more than 14 years old and able to give legal consent, or that such consent has been given by a parent or legal guardian.

2. Information in accordance with article 13 DSGVO

Your personal data refers to in particular:

- Basic information (surname, forename, address, e-mail address, telephone and fax number, date of birth, customer number) and also language and car registration.
- Data contained in travel documentation (passport number, passport information, date of birth, issuing authority, expiry date, nationality) and identification information (personal ID, driving licence etc. together with issuing authority and expiry date).
- Data concerning method of payment and in connection with payments, in particular by EC-card, credit card or bank card.
- Information concerning your required length of stay together with other destinations, hotels, contact people, conditions, special services, and personal preferences linked to your stay which you have made known to us.
- Other particular categories of data such as marital status.

The above list details information required for the services we offer.

This data will be stored, processed, and as required passed on to third parties with whom we collaborate in order to provide the best possible and most efficient service to our customers. This may include passing on data to other service providers in non-member states such as external processors, software and agency service providers.

The legal basis for these data processing processes are:

- The fulfilment of our pre-contractual and contractual agreements to you.
- Consent information you have submitted.
- Legal, contractual, or other official obligations on our part (for example documentation rights and obligations in pursuance of accountancy, tax, and customs laws, contractual regulations, legal registration obligations, and legal disputes) and § 96 TKG
- Our own authorized interests (for example in the improvement of our customer service, including in the area of direct marketing or in our own legal interests).

The term the data is stored for is taken from the duration of our business agreement, consent submitted by you, and moreover the stipulated legal duration we are obliged to retain the data that is in force. We would like to emphasise that for regular collaboration we endeavour to provide the best possible customer service and to cater to any customer needs made known to us as well as we can, and to try and provide these continually to you on a long term basis.

3. Our web presence - Homepage/ contact form

Upon accessing our website, data is automatically collected and stored. This data could refer to in particular the page called up, information viewed, date and time of access, user IP address, identification of the computer in use, especially the browser and operating system, together with the amount of data transferred and registration of the access. We use this access data for statistical purposes to ensure the security of the range we offer and to optimise performance. If illegal behaviour is suspected, the stored data may be used as evidence.

By submitting your personal data in our contact forms, you agree to the transfer, storage, and processing of this data by us for the duration of the process of your definite enquiry. This applies particularly to enquiries made using our contact form and e-mails sent to us. We require this data for processing your enquiry and in such cases also store your IP address for the purpose of evidence. Storage of this data continues as long as it is required to deal with any ensuing questions concerning your stay, either from you or from us.

4. Transfer to a third party / Obligations of external processors

Under certain circumstances, your personal data collected by us, especially in cases of contact made by you (by e-mail, contact enquiry referring to a booking) may be forwarded:

- Within the business, taking into consideration the permitted purposes of use,
- To external processors (for example the European travel insurance agency if required, Casablanca Hotelsoftware, Maria Alm Council, feratel registration) and to other third parties who may be involved in providing certain services required by you. All of these providers have agreed with us to adhere to current data protection regulation standards in place.

Should it be deemed impossible to adhere to the European data protection standards, for instance due to a specific case where decisions of adequacy or certification cannot be guaranteed, we will inform you in good time to obtain the required consent from you. For any further information, please contact us at Pension-Appartements Alpenblick, Am Kirchplatz 5, 5761 Maria Alm; pension.alpenblick@sbg.at.

5. Cookies and tracking services

We implement the use of cookies, small text elements that are used to store information in web browsers. When you next visit our site, the cookies are then recognised and contribute to an increased speed in loading the pages and making the use of our site as convenient as

possible for you. Your information that is recognised and stored by cookies serves not only for the purpose of recognition, but also for analysis of user behaviour. They are stored on the server of the relevant provider, who is obliged as an external processor to us to act in agreement with current data protection standards.

At the end of your visit to our website, the cookies remain stored on your device, as long as you have not refused them or actively deleted them. The active deactivation of cookies can have a negative impact on the functionality of our website. You can prevent the storage of cookies by choosing the appropriate setting in your browser software. We would like to inform you however, that doing so would impede various functions of our website.

Moreover, you can prevent the forwarding of data collected by cookies and in the use of our website (including your IP address) to Google and prevent the processing of this data by Google by downloading and installing the appropriate browser plug-in available from google.com. This plug-in is only available for certain browsers.

On our website, we also include content from third parties to make our Internet presence as informative and convenient as possible for you. This includes for example Google maps, RSS feeds, and YouTube. These third parties also receive your IP address for technical reasons, and we have no influence on the use of this data by the third party. For more information, please refer to the data protection documentation of the appropriate provider.

We use Google Analytics, a web analysis service provided by Google Inc. 1600, Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics uses cookies. Information retrieved by the cookie about user behaviour are normally sent to a Google server in the USA and stored there. Prior to this, your IP address is abbreviated within the European union and thus made anonymous or at least pseudonymised. Only in exceptional cases is your full IP address transmitted to a Google server and abbreviated there.

Google uses this information to determine use of their website, to compile reports of website activities, and to provide further services to the website user connected with their website and Internet use. The IP address of your browser collected by Google Analytics is not combined with any other Google data. In this respect, please refer to Google's data protection documentation, in particular the information available by clicking on the following links:

- <http://www.google.com/analytics/terms/de.html>

- <https://www.google.de/intl/de/policies/>