

General data protection notice for guests and customers

Wherever personal data is stored and processed, a high level of data protection and data security must be guaranteed. This also applies to the data of guests and customers of Hotel Böhlerstern and Restaurant Bachstelze (hereinafter also referred to as "we or us").

We regard it as our duty to protect the privacy of each individual and to provide transparent information about the processing of personal data. With this data protection notice we comply with our obligations in accordance with Article 13 and Article 14 of the General Data Protection Regulation ("GDPR") and inform you how we collect and use your personal data when you are our guest or when you purchase a service offered by us.

1 Who is responsible for data processing?

The controller within the meaning of the GDPR, the national data protection law and other data protection regulations for the processing of your data as described below is

BÖHLER Immobilien GmbH & Co KG
Kendlbachstraße 11a, 8605 Kapfenberg, Austria

2 What is personal data?

Personal data ("data") means any information relating to an identified or identifiable natural person ("data subject"). This includes, for example, the name, address, email address, date of birth, credit card number or IP address, but also information on health status and religious beliefs, among other things.

3 Processing of personal data

3.1 Room booking/reservation

Purpose: You can book a hotel room on site, via our website, by e-mail or telephone. We process the data you provide to us to record and manage your reservation.

Data categories: Basic data of the data subject (title, first and last name, date of birth); contact data (address, e-mail address, telephone number); ID data (e.g. the type, number, date of issue and issuing authority of the travel document); booking data (e.g. arrival and departure date, reservation number, room requests).

Legal basis: Art 6 (1) (b) GDPR - contract fulfilment and fulfilment of pre-contractual measures: The processing of your data is necessary to fulfil your reservation. Art 6 (1) (c) - legal obligation: Obligation to maintain a guest directory

Storage period: If there are no legal retention requirements to the contrary, we will delete your reservation data from our hotel system after 1.5 years, unless you insist on immediate deletion or wish to be included in our file as a permanent guest.

Categories of recipients: Processor for the provision and operation of the IT infrastructure: voestalpine group-IT GmbH, Stahlstraße 14, 4020 Linz, Austria. Processor for the provision and operation of the online booking platform: HotelNetSolutions GmbH, Genthiner Straße 8, 10785 Berlin, Germany. Processor for the provision and operation of the hotel system: Innconcepts IT GmbH, Europastraße 8, 6322 Kirchbichl, Austria.

3.2 Table reservations

Purpose: You can reserve a table at the "Bachstelze" restaurant on site, via our website, by e-mail or by telephone. The processing of your personal data serves exclusively to record and manage your table reservation.

Data category: Basic data of the data subject (first name and surname); contact details (e-mail address, telephone number); reservation data (date, time, number of people, details of special requests)

Legal basis: Art 6 (1) (b) GDPR - contract fulfilment and fulfilment of pre-contractual measures: The processing of your data is necessary to fulfil your reservation.

Storage period: Data provided by you is stored in our hotel management system will be deleted after 1.5 years.

Categories of recipients: Processor for the provision and operation of the IT infrastructure: voestalpine group-IT GmbH, Stahlstraße 14, 4020 Linz, Austria. Processor for the provision and operation of the cash register and receipt system: Innconcepts IT GmbH, Europastraße 8, 6322 Kirchbichl, Austria.

3.3 Guest services

Purpose: We want to make your stay with us as pleasant as possible. We therefore provide our guests with a comprehensive range of services, such as concierge service, room service, housekeeping, a wellness and fitness area, the delivery of forgotten items, etc. We therefore process your data in order to be able to provide you with our comprehensive range of services.

Data categories: Basic data of the data subject (title, first and last name, date of birth, nationality), ID data; contact data (e.g. address, e-mail address, telephone number); booking data (e.g. arrival and departure date, reservation number); all other data that you provide to us regarding your stay.

Legal basis: Art 6 (1) (f) GDPR - legitimate interests: Business interest in the provision of our comprehensive range of services for our guests

Storage period: We store your data for as long as is necessary to provide the services you have requested or as long as we are legally obliged to store this data.

Categories of recipients: Processors who provide and administer IT infrastructure and systems: voestalpine group-IT GmbH, Stahlstraße 14, 4020 Linz, Austria; Innconcepts IT GmbH, Europastraße 8, 6322 Kirchbichl, Austria; Processors for internal Group data processing services such as accounting: voestalpine BÖHLER Edelstahl GmbH & Co KG, Mariazellerstraße 25, 8605 Kapfenberg, Austria; Shipping service providers; Data recipients for legal and business transactions (e.g. tax advisors, legal advisors, courts, authorities)

3.4 Seminars & Events

Purpose: You can book our premises for seminars and/or events. The processing of your personal data is used to book the rooms you have selected and to administer our services in this regard.

Data categories: Basic data of the data subject (first name and surname), contact data (address, e-mail address, telephone number, etc.), booking data (name of the event, date, number of people, desired rooms and facilities, catering requests, etc.), payment data

Legal basis: Art 6 (1) (b) GDPR - contract fulfilment and fulfilment of pre-contractual measures: The processing of your data is necessary to fulfil your reservation or booking.

Storage period: We delete your data as soon as it is no longer required to fulfil the purpose for which it was collected. In the case of a contractual relationship, we will delete the data received as soon as statutory retention requirements have been fulfilled.

Categories of recipients: Processors who provide and administer IT infrastructure and systems: voestalpine group-IT GmbH, Stahlstraße 14, 4020 Linz, Austria; Innconcepts IT GmbH, Europastraße 8, 6322 Kirchbichl, Austria; Processors for internal Group data processing services such as accounting: voestalpine BÖHLER Edelstahl GmbH & Co KG, Mariazellerstraße 25, 8605 Kapfenberg, Austria.

3.5 Video surveillance

Purpose: We have installed video systems in security-sensitive areas of our building. Areas under video surveillance are signposted on site. The video surveillance serves to protect our guests, our employees and our property.

Data categories: Image data of the persons recorded; place and time of recording.

Legal basis: Art 6 (1) (f) GDPR - legitimate interests: The protection of our guests, our employees and our property is in our legitimate business interests

Storage period: The video recordings are deleted within 72 hours of being recorded, unless longer storage is required due to a specific security incident.

Categories of recipients: Processor who carries out the video surveillance: voestalpine BÖHLER Edelstahl GmbH & Co KG, Mariazellerstraße 25, 8605 Kapfenberg, Austria. If necessary, your data will be transmitted to the responsible investigative bodies (public prosecutor's office, police), authorities, courts and lawyers.

3.6 Card payment

Purpose: You can also make cashless payments for the accommodation and ancillary services we offer. We process your data in order to carry out your cashless payments securely.

Data categories: Basic data of the data subject (salutation, title, first name and surname, etc.); payment data (payment ID, payment service, payment status, payment amount); card data (e.g. IBAN, card number and expiry date, CVC code).

Legal basis: Art 6 (1) (b) GDPR - contract fulfilment and fulfilment of pre-contractual measures: The processing of your data is necessary for the fulfilment of your payment.

Storage period: The data is subject to a 7-year retention period. After this period has expired, we will delete your data unless there is another reason for storing it.

Categories of recipients: Processors who provide and administer IT infrastructure and systems: voestalpine group-IT GmbH, Stahlstraße 14, 4020 Linz, Austria; Innconcepts IT GmbH, Europastraße 8, 6322 Kirchbichl, Austria; Processors for internal Group data processing services such as accounting: voestalpine BÖHLER Edelstahl GmbH & Co KG, Mariazellerstraße 25, 8605 Kapfenberg, Austria. Banks and payment service providers; data recipients for legal and business transactions (e.g. tax advisors, legal advisors, courts, authorities)

3.7 Subscription to the Newsletter

Purpose: You have the option of registering for our newsletter service. If you take advantage of this option, the data required for sending the newsletter will be transmitted to and stored by us. We use the personal data you provide to stay in contact with you after your stay with us and to send you promotional offers or other information about our hotel and restaurant operations.

Data categories: Basic data of the data subject (first name and surname), contact data (e-mail address)

Legal basis: Art 6 (1) (a) GDPR - consent: You are neither contractually nor legally obliged to provide us with your data required for subscribing to a newsletter. However, if you do not do so, we will not be able to send you a newsletter. You can revoke your consent at any time (e.g. by sending an email to the email address of the data protection organisation listed at the end of this data protection notice or by clicking on the unsubscribe link directly in the footer of the newsletter sent to you).

Storage period: We store your data for the purpose of sending the newsletter as long as you do not revoke your consent to receive the newsletter.

Categories of recipients: Processor for the provision and operation of the newsletter tool "MailWorx": eworx Network & Internet GmbH, Hanriederstraße 25, 4150 Rohrbach-Berg, Austria.

3.8 Contact form/Email contact

Purpose: You can get in touch with us electronically via our website by contacting the relevant contact person using the e-mail addresses provided. Alternatively, you can use the contact form to send us your enquiry. The processing of the personal data from the input mask or from an e-mail serves us to process the contact.

Data categories: Basic data of the data subject (first name and surname), contact details (e-mail address), details of your request

Legal basis: Art 6 (1) (f) GDPR - legitimate interests: Evaluation of your enquiry and subsequent contact with you. Art 6 (1) (b) GDPR - fulfilment of contract and fulfilment of pre-contractual measures: If contact is made with the aim of concluding a contract (e.g. booking a room), the processing takes place within the framework of a pre-contractual relationship.

Storage period: We only store your data for as long as is necessary to fulfil the purpose. We consider the purpose to be fulfilled if it can be inferred from the circumstances that the matter in question has been clarified. If the contact is a pre-contractual relationship (offer or reservation enquiry), the transmitted data will also be stored in our hospitality system and used to initiate a contract.

Categories of recipients: Processors who provide and administer IT infrastructure and systems: voestalpine group-IT GmbH, Stahlstraße 14, 4020 Linz, Austria; Innconcepts IT GmbH, Europastraße 8, 6322 Kirchbichl, Austria.

4 Special data processing

In certain cases, we may need to process special categories of personal data about you (sensitive data) in preparation for or during your stay with us. This would be the case, for example, if you inform us of special accommodation requirements due to physical limitations or if you wish to inform us of special dietary requirements due to health or religious reasons.

In such cases of special data processing, we will ask you for your consent for the individual case and this consent forms the legal basis for the special data processing. You can revoke your consent given in this case at any time with the consequence that we may no longer process your data after your revocation, but as a rule we will then no longer be able to fulfil your wishes or offer you the services for the provision of which your consent under data protection law is required.

In special cases, the processing of your special (sensitive) personal data may also be necessary outside of the consent you have given, for example in the context of medical emergencies to protect your vital interests.

5 Data sources

In principle, we only process data that we receive directly from you. However, if you make a room reservation via a third-party platform (such as Booking.com), we will receive your data from the third-party platform. It is also possible that we may receive your data from authorised third parties who, for example make the hotel booking for you.

6 Data transfer to supervisory authorities, courts and other third parties

We are subject to a wide range of legal regulations. It may also occur that we have to disclose your personal data to authorities or courts upon their requests. We only comply with such requests if we are legally obliged to do so. In all these cases, we always ensure that the legal requirements are complied with and that your data is protected.

7 Rights of data subjects and the right to lodge a complaint

- » In accordance with Art 15 GDPR, you have the right to obtain confirmation from us as the controller as to whether or not personal data concerning you are being processed, and, where that is the case, you have the right of access to your personal data.
- » In accordance with Art 16 GDPR, you have the right to request the rectification of inaccurate data concerning you and/or the completion of incomplete personal data without undue delay.
- » In accordance with Art 17 GDPR, you have the right to erasure of your personal data.

- » In accordance with Art 18 GDPR, you have the right to restrict processing.
- » In accordance with Art 20 GDPR, you have a right to data portability.
- » In accordance with Art 21 GDPR, you have the right to object to data processing.
- » If your data is processed on the basis of your consent, you have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.
- » Finally, you have the option of lodging a complaint with the supervisory authority responsible for you.

8 Contact details

If you have any questions about data protection and the assertion of your aforementioned rights, you can contact our data protection organisation by email at datenschutz@boehlerstern.com or by post at Hotel Böhlerstern, Friedrich-Böhler-Straße 13, 8605 Kapfenberg with the subject "Data protection".

Parts of this Data Protection Notice may be changed or updated by us for technical or legal reasons without prior notice to you. Please always check the current version of the Data Protection Notice to ensure that you are up to date with any changes or updates.