

Data Protection Information

With your reservation request personal data are available which we collect and process as required for the fulfilment of our accommodation contract. The General Data Protection Regulation [GDPR] requires to inform you immediately about type and extent of the collected data and about your rights.

We provide this information according to article 13 and 14 GDPR hereinafter. You may also access this information on our website at any time.

1. Responsible for data protection

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2. Legal basis and purpose of data collection and processing

We purposely collect your personal data according to article 6 GDPR because it is necessary to organize and carry out our contractual relations. With your booking you accepted our general terms, i.e. "purpose" is everything that is needed to fulfil the accommodation contract and related services. That includes:

establishing a guest related database in our booking system, to fill in the registration form at the check in, to provide further services like catering, sport and leisure activities as well as other tourist services, generating invoices and clearing of card payments and an invitation to evaluate our services.

Furthermore we collect and process personal data to meet our legitimate interests as a company [article 6, paragraph 1e, GDPR]. Such legitimate interests are, for example, reports on activities and events in our house. Personal data, including pictures of participants, are issued as part of reports on sport events as long as important interests of the person in question are not violated.

We only process personal data for marketing purposes if you agreed to do so before.

3. What kind of data do we process?

For the purposes listed above we collect and process personal data, provided in advance or during your stay, as follows:

form of address, first name, surname, postal address, phone number, e-mail address, date of birth, travel data, length of stay, contract data [i.e. services you have booked], licence plate, credit card or account data, food intolerance, allergies club and/or company affiliation

4. Internal recipients of personal data

Personal data are given to those employees who are entrusted with providing the contractual services as far as this is necessary to fulfil the agreed purposes.

5. External recipients of personal data

Personal data are also transferred to the following **third parties** to be processed there: software providers of our booking systems as well as to other service providers in the context of maintenance services, to our tax office and our financial accounting, to providers of file destruction services and on legal basis to public authorities.

Case by case personal data are given to further recipients for the following reasons:

Type of personal data	Recipient	Purpose
form of address, first name, surname, address, phone number, e-mail address, travel data, length of stay, contract data, club and/or company affiliation	software providers of booking systems and other software systems of accommodation business	maintenance services
form of address, first name, surname, address, date of birth, nationality, travel data, length of stay	municipal authorities	tourist tax
form of address, first name, surname, address, travel data, length of stay, contract data	tax office, accounting software providers	financial accounting
form of address, first name, surname, address, phone number, e-mail address, travel data, length of stay, contract data, club and/or company affiliation	service providers	file destruction

6. Duration of retention / deletion

Personal data are kept at least for the duration of the contractual relations. They will be deleted as soon as they are not needed for processing purposes anymore, provided that no legal retention period contradicts this. The legal retention period of documents relevant to the contract is 10 years. After this period the personal data will be deleted if you did not agree to further processing before.

7. Your rights

You have the following rights:

- the right to to have access to personal data – article 15 GDPR
- the right to demand correction of personal data – article 16 GDPR
- the right to delete personal data – article 17 GDPR
- the right to restrict personal data processing – article 18 GDPR
- the right to complain at a supervisory authority – article 77 GDPR
- the right to withdraw a given permission at any time. This will not affect the legality of personal data processing done before the withdrawal.

As far as processing of personal data is based on a balancing of interests [for business purposes] you can appeal against personal data processing. If there are good reasons to prevent the further procession the objection has to be granted wholly or partly. Please inform us about these reasons. We will examine the facts, either we will stop or adapt personal data processing or we will inform you about good reasons for the continuation of personal data processing.