

Privacy policy - Silvretta Parkhotel Klosters

Silvretta Parkhotel AG - Version as of 1 September 2023 Author: Christian Erpenbeck

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1. person responsible and content of this data protection declaration :

In this data protection declaration, we, Silvretta Parkhotel AG, explain how we collect and process personal data. This is not an exhaustive description; other data protection declarations (or general terms and conditions, conditions of participation, contracts and similar documents) may regulate specific matters. Your trust is important to us, which is why we take the issue of data protection seriously and naturally observe the legal requirements of Swiss data protection law, in particular the Federal Data Protection Act (FADP), as well as the EU Data Protection Regulation (GDPR), the provisions of which may be applicable in individual cases. Personal data is understood to be all information that relates to a specific or identifiable person. So that you know what personal data we collect from you and for what purposes we use it, please take note of the information below. Please note that the information below may be reviewed and amended from time to time. We therefore recommend that you consult this data protection declaration regularly. Furthermore, other companies are responsible under data protection law for individual data processing listed below or are jointly responsible with us, so that in these cases the information of these providers is also authoritative.

2. contact person for data protection :

If you have any questions about data protection or wish to exercise your rights, please contact our data protection contact person by writing to: Silvretta Parkhotel, Christian Erpenbeck, Landstrasse 190, 7250 Klosters, Switzerland, info@silvretta.ch

3. your rights:

Provided the legal requirements are met, as a data subject you have the following rights:

Right of access: you have the right to request access to your personal data stored by us at any time and free of charge if we are processing it. This gives you the opportunity to check what personal data we are processing about you and that we are using it in accordance with applicable data protection regulations.

Right to rectification:

You have the right to have inaccurate or incomplete personal data rectified and to be informed of the rectification. In this case, we will inform the recipients of the data concerned of the adjustments made, unless this is impossible or involves disproportionate effort.

Right to deletion: You have the right to have your personal data deleted under certain circumstances. In individual cases, particularly in the case of legal retention obligations, the right to deletion may be excluded. In this case, the deletion may be replaced by a blocking of the data if the conditions are met.

Right to restriction of processing:

You have the right to request that the processing of your personal data be restricted.

Right to data transfer:

You have the right to receive from us, free of charge, the personal data you have provided to us in a readable format. **Right to object:** You can object to data processing at any time, in particular for data processing in connection with direct advertising (e.g. advertising e-mails).

Right of withdrawal: In principle, you have the right to withdraw your consent at any time. However, processing activities based on your consent in the past do not become unlawful as a result of your revocation. To exercise these rights, please send us an e-mail to the following address: Attn: Christian Erpenbeck, info@silvretta.ch.

Right of complaint: You have the right to lodge a complaint with a competent supervisory authority, e.g. against the way your personal data is processed.

4. Data security :

We use appropriate technical and organisational security measures to protect your personal data stored with us against loss and unlawful processing, namely unauthorised access by third parties. Our employees and the service companies commissioned by us are obliged by us to maintain confidentiality and data protection. Furthermore, these persons are only granted access to personal data to the extent necessary to fulfil their tasks. Our security measures are continuously adapted in line with technological developments. However, the transmission of information via the Internet and electronic means of communication always involves certain security risks and even we cannot provide an absolute guarantee for the security of information transmitted in this way.

5. contacting us :

If you contact us via our contact addresses and channels (e.g. by e-mail, telephone or contact form), your personal data will be processed. The data you have provided us with, e.g. the name of your company, your name, your function, your e-mail address or telephone number and your request will be processed. In addition, the time of receipt of the request is documented. We process this data exclusively in order to implement your request (e.g. providing information about our hotels, support in the processing of contracts such as questions about your booking, incorporating your feedback into the improvement of our service, etc.). The legal basis for this data processing is our legitimate interest within the meaning of Art. 6 para. 1 lit. f EU-DSGVO in implementing your request or, if your request is directed towards the conclusion or processing of a contract, the necessity for the implementation of the required measures within the meaning of Art. 6 para. 1 lit. b EU-DSGVO.

6. use of your data for marketing purposes :

Central data storage and analysis in the CRM system Provided that a clear assignment to your person is possible, we will store and link the data described in this data protection declaration, i.e. in particular your personal details, your contacts, your contract data and your surfing behaviour on our websites in a central database. This serves the efficient administration of customer data and allows us to adequately respond to your requests and enables the efficient provision of the services you have requested and the processing of the associated contracts. The legal basis for this data processing is our legitimate interest within the meaning of Art. 6 para. 1 lit. f EU-DSGVO in the efficient management of user data. We evaluate this data in order to further develop our offers in a needs-oriented manner and to display and suggest the most relevant information and offers to you. We also use methods that predict possible, interests and future orders based on your website use. The legal basis for this data processing is our legitimate interest within the meaning of Art. 6 Para. 1 lit. f EU-DSGVO in carrying out marketing measures. 6.2 Email marketing and newsletter If you register for our email newsletter, the following data will be collected: E-mail address; salutation; first and last name; language.

By registering, you consent to the processing of this data in order to receive messages from us about our hotels and related information about products and services. This may also include invitations to participate in competitions or to evaluate one of the aforementioned products and services. The collection of the salutation and name allows us to verify the association of the registration with a possibly already existing customer account and to personalise the content of the mails. The link to a customer account helps us to make the offers and content contained in the newsletter more relevant to you and better tailored to your potential needs. We will use your data for sending e-mails until you revoke your consent. Revocation is possible at any time, in particular via the unsubscribe link in our marketing emails. Our marketing emails may contain a so-called web beacon or 1x1 pixel (tracking

pixel) or similar technical tools. A web beacon is an invisible graphic that is linked to the user ID of the respective newsletter subscriber. For each marketing email sent, we receive information about which addresses have not yet received the email, to which addresses it was sent and for which addresses the sending failed. It also shows which addresses opened the email, for how long and which links they clicked on. Finally, we also receive information about which addresses have unsubscribed. We use this data for statistical purposes and to optimise the promotional emails in terms of frequency, timing, structure and content. This allows us to better tailor the information and offers in our emails to the individual interests of the recipients. The web beacon is deleted when you delete the email. To prevent the use of the web beacon in our marketing emails, please set the parameters of your email programme so that HTML is not displayed in messages if this is not already the case by default. In the help sections of your email software you will find information on how to configure this setting, e.g. here for Microsoft Outlook. By subscribing to the newsletter, you also consent to the statistical evaluation of user behaviour for the purpose of optimising and adapting the newsletter. This consent constitutes our legal basis for the processing of data within the meaning of Art. 6 para. 1 lit. a EU-DSGVO. We use the email marketing software company Campaign Monitor by Marigold for marketing emails. Therefore, your data is stored in a database of Campaign Monitor, which allows Campaign Monitor to access your data if this is necessary for the provision of the software and for support in the use of the software. The legal basis for this processing is our legitimate interest within the meaning of Article 6 (1) lit. f EU-DSGVO in the use of third-party services.

7. disclosure to third parties and access by third parties :

Without the support of other companies, we would not be able to provide our services in the desired form. In order for us to be able to use the services of these companies, it is also necessary to pass on your personal data to a certain extent. Such a transfer takes place to the extent that it is necessary for the fulfilment of the contract requested by you, i.e. e.g. to restaurants or other third-party providers for which you have made a reservation. The legal basis for these disclosures is the necessity for the performance of the contract within the meaning of Art. 6 para. 1 lit. b EU-DSGVO.

Furthermore, data is passed on to selected service providers and only to the extent necessary for the provision of the service. Various third party service providers are also explicitly mentioned in this privacy policy, e.g. in the sections on marketing. These are, for example, IT service providers (such as providers of software solutions), advertising agencies and consultancies. Furthermore, we transfer your data to companies affiliated with us within the group. Our legitimate interest within the meaning of Art. 6 (1) f EU-DSGVO in the procurement of third-party services forms the legal basis for this data transfer. In addition, your data may be passed on, in particular to authorities, legal advisors or collection agencies, if we are legally obliged to do so or if this is necessary to protect our rights, in particular to enforce claims arising from our relationship with you. Data may also be disclosed if another company intends to acquire our company or parts thereof and such disclosure is necessary to carry out due diligence or to complete the transaction. The legal basis for this data transfer is our legitimate interest within the meaning of Art. 6 para. 1 lit. f EU-DSGVO in safeguarding our rights and complying with our obligations or the sale of our company.

8. transfer of personal data abroad :

We are also entitled to transfer your personal data to third parties abroad if this is necessary to carry out the data processing mentioned in this data protection declaration (see in particular section 14). In doing so, we will, of course, comply with the legal provisions on the disclosure of personal data to third parties. If the country in question does not have an adequate level of data protection, we guarantee through contractual arrangements that your data is adequately protected at these companies.

9. retention periods :

We only store personal data for as long as is necessary to carry out the processing explained in this data protection declaration within the scope of our legitimate interest. In the case of contractual data, storage is required by statutory retention obligations. Requirements that oblige us to retain data result from the provisions on accounting and from tax law regulations. According to these regulations, business communication, concluded contracts and accounting vouchers must be stored for up to 10 years. If we no longer need this data to perform services for you, this data will only be used if this is necessary to fulfil the retention obligations or to defend and enforce our legal interests. The data will be deleted as soon as there is no longer any obligation to retain it and no longer any legitimate interest in retaining it.

10. special notes for our website :

Logfile data: When you visit our websites, the servers of our hosting provider: exigo temporarily store every access in a log file. The following data is collected without your intervention and stored until it is automatically deleted by us: the IP address of the requesting computer, the date and time of access, the name and URL of the file accessed, the website from which the access was made, if applicable with the search word used, the operating system of your computer and the browser used by you (incl. type, version and language setting), device type in the case of access by mobile phones, the city or region from where the access was made, the name of your Internet access provider. This data is collected and processed for the purpose of enabling the use of our websites (connection establishment), to permanently ensure system security and stability, as well as for error and performance analysis and enables us to optimise our websites 2). In the event of an attack on the network infrastructure of the websites or a suspicion of other unauthorised or abusive website use, the IP address as well as the other data will be evaluated for the purpose of clarification and defence and, if necessary, used in the context of criminal proceedings for identification and civil and criminal action against the users concerned. Our legitimate interest in data processing within the meaning of Art. 6 para. 1 lit. f EU-DSGVO lies in the purposes described above. Finally, when visiting our websites, we use cookies as well as applications and tools which are based on the use of cookies. In this context, the data described here may also be processed. You will find more details on this in the other subsequent sections of this data protection declaration, in particular section 11.

11. Cookies :

Cookies are information files that your web browser stores on your computer's hard drive or memory when you visit our website. Cookies are assigned identification numbers that identify your browser and allow the information contained in the cookie to be read. Among other things, cookies help to make your visit to our websites easier, more pleasant and more meaningful. We use cookies for various purposes that are necessary, i.e. "technically required", for your desired use of the websites. For example, the provision of the shopping cart and order function is based on the use of cookies. Furthermore, cookies also perform other technical functions required for the operation of the website, such as so-called load balancing, i.e. the distribution of the performance load of the pages to different web servers in order to relieve the servers. Cookies are also used for security purposes, for example to prevent the unauthorised posting of content. Finally, we also use cookies as part of the design and programming of our websites, e.g. to enable the uploading of scripts or codes. The legal basis for this data processing is our legitimate interest within the meaning of Art. 6 para. 1 lit. f EU-DSGVO in providing a user-friendly and up-to-date website. Most internet browsers accept cookies automatically. However, when you access our websites, we ask for your consent to the cookies we use that are not technically necessary, in particular when we use cookies from third-party providers for marketing purposes. You can use the corresponding buttons in the cookie banner to make your

desired settings. Details of the services and data processing associated with each cookie can be found within the cookie banner and in the following sections of this privacy policy. You may also be able to configure your browser so that no cookies are stored on your computer or so that a message always appears when you receive a new cookie. On the following pages you will find explanations of how you can configure the processing of cookies in selected browsers. Google Chrome, Apple Safari
Deactivating cookies may mean that you cannot use all the functions of our website.

12. Tracking and web analysis tools :

General information on tracking For the purpose of demand-oriented design and continuous optimisation of our websites, we use the web analysis services listed below. In this context, pseudonymised usage profiles are created and cookies are used (please also refer to section 11). The information generated by the cookie about your use of our websites is usually transferred together with the log file data listed in section 10 to a server of the service provider, where it is stored and processed. this may also involve transfer to servers abroad, e.g. in the USA (see section 8 for more information, especially on the guarantees taken). By processing the data, we obtain the following information, among others: Navigation path followed by a visitor on the sites (incl. content viewed and products selected or purchased or services booked), length of stay on the websites or sub-pages, the sub-pages to which the websites are exited, the country, region or city from which access is made, end device (type, version, colour depth, resolution, width and height of the browser window) and returning or new visitors. On our behalf, the provider will use this information to evaluate the use of the websites, to compile reports on website activities for us and to provide other services related to website and internet use for the purposes of market research and demand-oriented design of these internet pages. For these processing operations, we and the providers may, up to a certain extent, be regarded as jointly responsible parties under data protection law. The legal basis for this data processing with the following tools is your consent within the meaning of Art. 6 para. 1 lit. a EU-DSGVO. You can revoke your consent or refuse processing at any time by rejecting or deactivating the relevant cookies in your web browser settings (see section 11) or by making use of the service-specific options described below. For the further processing of the data by the respective provider as the (sole) data protection controller, in particular also a possible forwarding of this information to third parties such as authorities on the basis of national legal regulations, please refer to the respective data protection information of the provider.

13 Google Analytics :

We use the web analysis service Google Analytics from Google Ireland Limited (Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland) or Google LLC (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA) ("Google"). In the process, the data described about the use of the websites may be transmitted to the servers of Google LLC. in the USA for the processing purposes explained. The IP address is shortened by activating IP anonymisation ("anonymizeIP") on these websites before transmission within the Member States of the European Union or in other contracting states to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. Users can prevent the collection of the data generated by the cookie and related to the website use by the user concerned (incl. the IP address) by Google as well as the processing of this data by Google by downloading and installing the browser plug-in at the following link: <http://tools.google.com/dlpage/gaoptout?hl=de>. Further information on data protection at Google can be found here.

14. social media profiles:

On our websites, we may have included links to our profiles on the social networks of the following providers: Meta Platforms Inc, 1601 S California Ave, Palo Alto, CA 94304, USA; Instagram Inc, 1601

Willow Road, Menlo Park, CA 94025, USA; LinkedIn Unlimited Company, Wilton Place, Dublin 2, Ireland. When you click on the icons of the social networks, you are automatically redirected to our profile on the respective network. This establishes a direct connection between your browser and the server of the respective social network. This provides the network with the information that you have visited our website with your IP address and clicked on the link. If you click on a link to a network while you are logged into your user account with the network in question, the content of our websites can be linked to your profile so that the network can assign your visit to our website directly to your account. If you want to prevent this, you should log out before clicking on the corresponding links. A connection between your access to our website and your user account takes place in any case when you log in to the respective network after clicking on the link. The respective provider is responsible under data protection law for the associated data processing. Therefore, please refer to the information on the website of the network. The legal basis for any data processing attributed to us is our legitimate interest within the meaning of Art. 6 (1) lit. f EU-DSGVO in the use and promotion of our social media profiles.

15. online advertising and targeting:

In general we use services of various companies to provide you with interesting offers online. In doing so, your user behavior on our websites and websites of other providers is analyzed in order to subsequently show you online advertising that is individually tailored to you. Most technologies for tracking your user behavior and for the targeted display of advertising work with cookies (see also section 11), which can be used to recognize your browser across various websites. Depending on the service provider, it may also be possible for you to be recognized online even when using different end devices (e.g. laptop and smartphone). This may be the case, for example, if you have registered for a service that you use with multiple devices. In addition to the data already mentioned, which is generated when websites are called up ("log file data", see section 10) and when cookies are used (section 11) and which may be passed on to the companies involved in the advertising networks, the following data in particular is used to select the advertising that is potentially most relevant to you: Information about you that you provided when registering or using a service from advertising partners (e.g. your gender, age group); user behavior (e.g. search queries, interactions with advertisements, types of websites visited, products or services viewed and purchased, newsletters subscribed to). We and our service providers use this data to identify whether you belong to the target group we address and take this into account when selecting advertisements. For example, after you have visited our pages, you may be presented with advertisements of the products or services you consulted ("re-targeting") when you visit other pages. Depending on the scope of the data, a profile of a user may also be created, which is evaluated automatically, and the ads are selected according to the information stored in the profile, such as membership in certain demographic segments or potential interests or behaviors. Such ads may be presented to you on various channels, which include, in addition to our websites or app (as part of onsite and in-app marketing), ads served through the online advertising networks we use, such as Google. The data may then be analyzed for the purpose of billing the service provider and assessing the effectiveness of advertising measures in order to better understand the needs of our users and customers and to improve future campaigns. This may also include information that the performance of an action (e.g., visiting certain sections of our websites or sending information) is due to a certain advertising ad. Furthermore, we receive aggregated reports from service providers of ad activity and information about how users interact with our website and our ads. The legal basis for this data processing is your consent within the meaning of Art. 6 (1) lit. a EU-DSGVO. You can revoke your consent at any time by rejecting or switching off the relevant cookies in your web browser settings (see section 11). Further options for blocking advertising can also be found in the information provided by the

respective service provider, such as Google. 14.2 Google Ads Our websites use the services of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google") for online advertising. Google uses cookies for this purpose, such as the so-called DoubleClick cookie, which enable your browser to be recognised when you visit other websites. The information generated by the cookies about your visit to these websites (including your IP address) will be transmitted to and stored by Google on servers in the United States (please also refer to section 8). Further information on data protection at Google can be found here. The legal basis for this data processing is your consent within the meaning of Art. 6 para. 1 lit. a EU-DSGVO. You can revoke your consent at any time by rejecting or switching off the relevant cookies in your web browser settings (see section 11).

16. order via our online shop (website):

Via the Silvretta Parkhotel website, you have the option of ordering vouchers, among other things. We collect the following data for this purpose: Salutation, title, first name, last name, e-mail address, telephone number, date of birth. We use this data and other data voluntarily provided by you only to process your order in accordance with your wishes. The processing of this data is therefore carried out within the meaning of Art. 6 para. 1 lit. b EU-DSGVO for the implementation of pre-contractual measures as well as for the implementation of a contract.

17. booking on the website, by correspondence or by telephone call:

When you make bookings or order vouchers either through our websites, by correspondence (email or letter post) or by telephone call, we or third party providers we work with collect the following data: Salutation, first name, last name, e-mail address, mobile phone, credit card details. We will only use this data and other information voluntarily provided by you (e.g. expected time of arrival, motor vehicle registration plate, preferences, date of birth, remarks, etc.) to process the contract, unless otherwise stated in this data protection declaration or you have separately consented to this. We will process the data by name in order to record your booking as requested, to provide the booked services, to contact you in the event of any uncertainties or problems and to ensure correct payment. Your credit card details will be automatically deleted after your departure. The legal basis of data processing for this purpose is the fulfilment of a contract according to Art. 6 para. 1 lit. b EU-DSGVO or your consent according to Art. 6 para. 1 lit. a EU-DSGVO. You can revoke your consent at any time with effect for the future.

18. online payment processing:

If you make chargeable bookings or purchase products on our website, depending on the product or service and the desired payment method - in addition to the information mentioned in section 17 - the provision of further data is required, such as your credit card information or the login with your payment service provider. This information, as well as the fact that you have purchased a service from us for the amount and at the time in question, will be forwarded to the respective payment service providers (e.g. payment solution providers, credit card issuers and credit card acquirers). In doing so, please always also note the information provided by the respective company, in particular the data protection declaration and the general terms and conditions. The legal basis for this transfer is the fulfilment of a contract according to Art. 6 para. 1 lit. b EU-DSGVO.

19. reserve a table:

On our website you have the possibility to reserve a table in one of the restaurants mentioned on our websites. For this purpose we collect the following data: Number of guests, date and time of reservation, comment, first name, last name, telephone number, mobile no., e-mail. We collect and process the data only to process the reservation, in particular to compile your reservation request according to your wishes, to make the reservation and to contact you in case of ambiguities or

problems. We use a tool from Lunchgate AG (Badenerstrasse 255, 8003 Zurich, Switzerland) to process reservations. Therefore, your data will be stored in a Lunchgate AG database, which may allow Lunchgate AG to access your data if necessary to provide the software and to assist you in using the software. Information on the transfer and processing of data by third parties can be found, on the one hand, under point 7 of this data protection declaration. The legal basis for processing your data for this purpose is the fulfilment of a contract in accordance with Art. 6 Para. 1 lit. b EU-DSGVO

20. bookings via booking platforms:

If you make bookings via a third-party platform, we receive various personal information from the respective platform operator in connection with the booking made. As a rule, this is the data listed in section 16 of these data protection declarations. In addition, we may receive enquiries about your booking. We will process this data by name in order to record your booking as requested and to provide the booked services. The legal basis of data processing for this purpose is the implementation of pre-contractual measures and the fulfilment of a contract according to Art. 6 para. 1 lit. b EU-DSGVO. Finally, we may be informed by the platform operators about disputes in connection with a booking. In the process, we may also receive data on the booking process, which may include a copy of the booking confirmation as proof of the actual booking completion. We process this data to protect and enforce our claims. This is our legitimate interest within the meaning of Art. 6 para. 1 lit. f EU-DSGVO. Please also note the information on data protection of the respective booking platform.

21. application for a vacant position:

You have the option of applying to us spontaneously or via a corresponding e-mail address for a specific job advertisement. For this purpose, we, or a possible third-party provider, collect the following data: First name, last name, e-mail address, application documents (e.g. CV, letter of motivation, certificates, etc.) We use these and other data you provide voluntarily to check your application. Application documents of unsuccessful applicants are deleted at the end of the application process, unless you explicitly agree to a longer retention period or we are not legally obliged to retain them for a longer period. The legal basis for processing your data for this purpose is thus the performance of a contract (pre-contractual phase) in accordance with Art. 6 (1) lit. b EU-DSGVO. C. Data processing in connection with your stay.

22. data processing to comply with legal reporting obligations:

Upon arrival at our hotel, we may require the following information from you and your companions: First and last name, postal address and canton, date of birth, nationality, official identification card and number, date of arrival and departure. We collect this information in order to comply with legal reporting obligations, which arise in particular from hospitality or police law. Insofar as we are obliged to do so under the applicable regulations, we forward this information to the competent police authority. The processing of this data is based on a legal obligation within the meaning of Art. 6 para. 1 lit. c EU-DSGVO.

23. recording of services received:

If you obtain additional services as part of your stay (e.g. wellness, restaurant, activities), we will record the subject of the service and the time at which it was obtained for billing purposes. The processing of this data is necessary within the meaning of Art. 6 para. 1 lit. b EU-DSGVO for the processing of the contract with us.

24. guest feedback:

Provided you have given us your e-mail address in connection with your booking, you will receive an electronic form after departure. We collect the following data for this purpose: First and last name.

The information is voluntary and serves us to continuously improve our offer and our services and to adapt them to your needs. We will only use the information provided for statistical purposes, unless otherwise stated in this data protection declaration or you have given your express consent. We will process the data by name in order to contact you in the event of any uncertainties. For the aforementioned purposes, the legal basis of the processing is our legitimate interest within the meaning of Art. 6 (1) lit. f EU-DSGVO.

25. video surveillance:

In order to prevent misuse and to take action against illegal behaviour (especially theft and damage to property), the entrance areas (incl. garages) as well as the publicly accessible areas of our hotels are monitored by cameras. The image data is only viewed if there is a suspicion of illegal behaviour. Otherwise, the image recordings are automatically deleted after approx. 72 - 96 hours (overwriting). For the provision of the video surveillance system, we rely on a service provider who may have access to the data insofar as this is necessary for the provision of the system. Should the suspicion of unlawful conduct be substantiated, the data may then be passed on to consulting companies (in particular our law firm) and authorities to the extent necessary to enforce claims or file charges. The legal basis for this is our legitimate interest within the meaning of Article 6 (1) f of the EU Data Protection Regulation in protecting our property and safeguarding and enforcing our rights.

26. use of our WiFi network:

In our hotel you have the possibility to use our internal WiFi network free of charge. In doing so, you transmit the following data: MAC address of the end device (automatically). In addition to the above data, each time you use the WiFi network, data is recorded in the hotel with the time, date and end device. The legal basis for this processing is your consent within the meaning of Art. 6 para. 1 lit. a EU-DSGVO. The operator of the WiFi network may also be obliged to disclose the customer's contact, usage and boundary data to the authorised authorities. The contact, usage and boundary data are stored for 6 months in a personalised manner and then deleted. The legal basis for these processing operations is our legitimate interest within the meaning of Art. 6 para. 1 lit. f EU-DSGVO in providing a Wifi network in compliance with the applicable legal provisions.

27. Payment processing:

When you purchase products or services or pay for your stay in our hotel using electronic means of payment, the processing of personal data is required. By using the payment terminals, you transmit the information stored in your means of payment, such as the name of the cardholder and the card number, to the payment service providers involved (e.g. providers of payment solutions, credit card issuers and credit card acquirers). They also receive the information that the payment method was used in our hotel, the amount and the time of the transaction. Conversely, we receive the credit note for the amount of the payment made at the corresponding time, which we can assign to the relevant voucher number, or information that the transaction was not possible or was cancelled. In this regard, please always also note the information provided by the respective company, in particular the data protection declaration and the general terms and conditions. The legal basis for this transmission is the fulfilment of the contract with you according to Art. 6 para.1 lit. b EU-DSGVO.