

**CONDITIONS FOR THE PROCESSING OF PERSONAL DATA OF ST. FLORIAN
HOTEL CLIENTS**
(hereinafter only the “**Conditions**”)

TERMS USED:

Data Controller: St. Florian GmbH, with its registered office at Feldstraße 4, 5710 Kaprun,
Austria (hereinafter only the “**Hotel**”)

Client: Natural or legal person using the services of the Hotel

Regulation: Regulation (EU) 2016/679 of the European Parliament and of the Council of
27th April 2016 on the protection of natural persons with regard to the processing
of personal data and on the free movement of such data, and repealing Directive
95/46/ES (General Data Protection Regulation)

GENERAL PROVISIONS

1. The subject of these Conditions is to ensure the processing of Clients’ personal data obtained within the framework of business activities of the Hotel and to define the obligation of maintaining confidentiality about the information obtained to the extent and under the conditions set out by these Conditions.
2. The Hotel undertakes to process Clients’ personal data in compliance with these Conditions. These Conditions are executed to the extent of rights and obligations resulting from the relevant legal regulations, in particular from the Regulation, when personal data are processed under the previous paragraph.

RIGHTS, OBLIGATIONS AND CONFIDENTIALITY

1. The Hotel undertakes to adopt such technical, personnel and other necessary measures to avoid unauthorized or accidental access to the personal data of its Clients, their modification, destruction or loss, unauthorized transmission, unauthorized processing or other misuse of personal data.
2. In relation to the provision of accommodation services, the Hotel is obliged to process the following personal data of its Clients:
 - Identification and contact data (name and surname, address of permanent residence, identification card number or any other document number, and e-mail address or telephone number);

- In the case of natural persons who are entrepreneurs, also the name of the entrepreneur, his/her registered office, company registration number, tax identification number, information on whether he/she is a VAT payer;
 - In the case of persons who are not entrepreneurs but who are on a business trip, also data about the organization that ordered or paid for the stay;
 - Data about the Client and the used services as well as the amount and method of payment for the provided services (in case of non-cash payment, number of the bank account or data about the payment card);
 - In the case of foreign nationals, apart from the above-mentioned data, also date of birth, nationality, travel document number, visa number, address of permanent residence abroad.
3. It is in particular the Hotel employees who work with these data.
 4. When events are organized in the Hotel, we can take photographs to a reasonable extent (snapshots from events) in order to post selected photographs later on our website or Facebook for promotional purposes. Thus, we do not primarily display participants of certain events, but the overall atmosphere of such events, we do not even attach any texts describing specific persons participating in the events. According to the expert opinion of the Office for Personal Data Protection, in such cases it is not primarily a question of personal data protection but rather a question of privacy protection under the Commercial Code, therefore, it is not necessary to require consent to the processing of personal data regarding “illustrative” photographs.
 5. All employees working with Clients’ personal data have been informed about the sensitivity of personal data. They treat Clients’ personal data exclusively within the services provided by the Hotel. Neither the Hotel nor its employees transmit Clients’ personal data to other entities. Further processors of Clients’ personal data are:
 - a. AWT Kitzbühel (financial and tax advisors); and
 - b. Gemeinde Kaprun (the Municipal Office of the Kaprun Municipality, to which the Hotel is obliged to transmit personal data under the law).
 6. It is necessary to provide and process all the above-mentioned personal data, with the exception of e-mail address and telephone number, for the purpose of performing our legal obligations and as a result of accounting and tax regulations.
 7. It is necessary to process identification data of Clients, data about their stay and provided services as well as the amount and method of payment for the purposes of performing the contractual relationship in relation to the Client’s stay, i.e., ensuring orders and reservations, concluding and performing agreements regarding accommodation, catering and other related services that we offer and provide.

8. We cannot provide our accommodation services to our Clients without them providing the above-mentioned data to us. We do not need any personal data for providing catering and other services and therefore we do not obtain or process them for this purpose.
9. We process personal data including name, surname, e-mail address and information about the stay on the basis of our legitimate interest for the purposes of direct marketing; the purpose of such processing is exclusively the possibility to send marketing and business messages to our Clients, i.e., information about interesting news, discounts, etc. Subsequently, you will have the possibility at any time to express your disapproval regarding further sending marketing messages.
10. We also process personal data to the same extent for the purpose of sending satisfaction questionnaires after Clients' stays in our hotels in order to assess the satisfaction of our Clients with our services and to continue improving the quality of services provided to our Clients.
11. The Client may withdraw its consent any time by sending an explicit message to the address of the Hotel or to the following e-mail address: **info@stflorian-kaprun.at**. The withdrawal of consent is effective upon the delivery of such a message to the Hotel. Under the Regulation, the legal processing of data based on the consent granted before the withdrawal is not affected by such withdrawal.
12. We do not perform automated decision-making or any other automated processing of Clients' personal data.
13. We obtain all the above-mentioned data directly from the Client or the person who arranged the reservation for the Client in connection with negotiations to conclude an agreement and to provide accommodation and catering services. When reservations are made through reservation servers, it is the reservation servers that transmit the basic identification and contact data of the Client to us (including name, surname and telephone number, or e-mail address).
14. We process Clients' personal data for a period of 7 years after their stay at the Hotel.

DPO (DATA PROTECTION OFFICER), OFFICER

1. With regard to the fact that the main activity of the Hotel is not to extensively, regularly and systematically monitor data subjects or process special categories of personal data, the Hotel is not obliged to appoint a controller or data protection officer under the Regulation.

INFORMATION ABOUT CLIENTS

1. The Client has the right to ask the Hotel at any time for an overview of his/her personal data. This information is maintained in (i) the Hotel system and (ii) the guest book which is kept in

a locked room in printed form. In case the Client requests the erasure of his/her personal data, the Hotel erases the data from the Hotel system and destroys the data in the guest book. However, the Hotel must meet its legal obligations. The enumerated personal data may only be erased once the statutory period has expired.

2. We do not transmit or make accessible personal data of the Client to any other third persons with the exception of persons stated in these Conditions and public authorities in relation to which the obligation to transmit data results from valid and effective legal regulations.
3. Under the valid legislation on personal data protection, Clients have, apart from others, the following rights:
 - The right of access to the personal data that we process;
 - The right to rectify personal data in case they are in any way incorrect, inaccurate or incomplete;
 - The right to request the erasure of personal data in cases stipulated by the Regulation, e.g., in case of the withdrawal of consent to the processing or raising an objection against the processing, in case of illegal processing of personal data, in case the personal data are not necessary any more for the purposes for which they were processed, etc. Therefore, the Client may ask for the erasure of his/her personal data; this option is not however applicable if the processing is necessary to meet legal obligations and in some other cases stipulated by the Regulation;
 - The right to restrict the processing of personal data in cases anticipated by the Regulations;
 - The right to raise an objection against the processing of personal data of the Client based on the necessity to process for the purposes of legitimate interests, including processing for the purposes of direct marketing;
 - The right to withdraw consent to the processing of personal data at any time by sending an explicit message.

TECHNICAL AND ORGANIZATIONAL SECURITY OF PERSONAL DATA PROTECTION

1. The Hotel undertakes to technically and organizationally ensure personal data protection so that no unauthorized or accidental access to data, their modification, destruction or loss, their unauthorized transmission for further unauthorized processing or other misuse may occur, and all the obligations of the controller of personal data resulting from legal regulations, in particular from the Regulation, are continuously secured in a personnel and organizational manner during the period of data processing.
2. The Hotel undertakes to secure the processing of data particularly in the following manner:
 - Only authorized persons of the Hotel will have access to personal data and the Hotel will set out the conditions and extent for them to process data;

- Personal data will be processed on the Hotel's premises to which only the authorized persons or the Hotel's contractors (subcontractors) bound by the same obligations have access;
 - The Hotel will prevent unauthorized reading, creating, copying, transmitting, modifying or erasing of records containing personal data;
 - The Hotel will take measures to determine and verify to whom personal data were transmitted, and by whom they were processed, modified or erased.
3. The Hotel undertakes to ensure that its employees and other persons processing personal data will process them only under the conditions and to the extent set out by the Hotel and in compliance with its instructions. The Hotel itself will maintain (and will commit the above-mentioned persons to maintain) confidentiality regarding personal data and security measures the disclosure of which would endanger the security of personal data, even after the employment or relevant work for the Hotel is terminated.