

# Privacy Statement

## Hotel Tyrolis

Meilstrasse 36

6170 Zirl

E-mail: [info@hotel-tyrolis.at](mailto:info@hotel-tyrolis.at)

The Privacy Statement applies to the collection and use of personal information collected in certain circumstances, for example, when someone visits our website, inquiries about our services, reserves a room, or calls us. Please take your time and read the following document, with important information regarding how Hotel Tyrolis uses this personal information, what kind of data is collected, how and for what purpose the data is used, with whom Hotel Tyrolis may share this information, and how Hotel Tyrolis protects your personal data.

We respect your privacy and strive to comply strictly with the legal requirements for the processing of your personal data (EU Regulation No. 679/2016 (DSGVO), DSG 2000, DSG 2018 and TKG 2003). All your personal information will be processed on this basis.

Of course, all further data protection obligations beyond this privacy policy remain unaffected.

By using our services, and the granting of consent for the purposes of this statement, you acknowledge that you have reached the age of 14 years and are in a position to give a valid consent. Otherwise, we need an effective consent of your parents or your trustee.

## Why does Hotel Tyrolis collect personal information?

Hotel Tyrolis collects and uses your personal information in order to offer exceptional customer service, easy access to our website, and provide optimal services. Furthermore, your personal information assists Hotel Tyrolis in informing you about our newest offers and to keep you informed about other developments that we feel may interest you.

If you are not interested in our new developments and/or would not like to receive information about our new offers and services, you can inform us at any time.

Your personal data will be stored for as long as this is necessary for the fulfillment of the above-mentioned services or as long as we are required to store such data due to mandatory legal provisions.

## **What data is collected?**

There are many situations in which your personal information can be useful for Hotel Tyrolis to provide better service. Only information relevant to the current situation will be requested.

The data we collect includes:

- your master data (last name, first name, address, e-mail address, telephone and fax number, date of birth, customer number) as well as language and license plate number
- the data in travel documents (passport number, passport data, date of birth, issuing authority, duration, nationality) and identity documents (identity card, driver's license etc. together with issuing authority and term),
- payment and payment data, in particular debit cards, credit cards and bank cards;
- the length of stay you request, destinations, hotels, contact persons, conditions, special services, health data, frequent flyer number, personal preferences that you give us
- special categories of data, such as health data, special needs data, and marriage / partnership

This also includes bookings of excursions, guides, restaurants, rental vehicles, transfers, insurance, event tickets, tours, vouchers including customer investment, billing and their verification (B2B, B2C, FIT)

These data will be stored and processed only for these purposes. If necessary, these data can be transmitted to third parties with whom we cooperate to provide the most effective and best possible service to our customers. This may include service providers in third countries, such as software and agency service providers.

We do not use profiling and automated decisions.

You can always choose whether you want to share personal information with us. If you do not want to share certain information with us, then certain transactions with us may be affected.

Additionally, Hotel Tyrolis collects data for marketing research in order to better understand our clientele and offer appropriate services. Furthermore, Hotel Tyrolis collects customer activity data from our website. Based on this information, Hotel Tyrolis can assess what information is most useful to our customers and which areas of our website and online services are of interest.

The legal bases for the data processing are

- the fulfillment of our pre-contractual and contractual obligations to you,
- Consents obtained from you,
- statutory, contractual or other legal obligations on our part (for example, documentation rights and duties under accounting, tax and customs law, contracts, reporting, legal disputes) as well as § 96 TKG

- our legitimate interests (for example, improving our customer service, including also the area of direct mail or the exercise of our own legal interests).

### **When does Hotel Tyrolis share personal information?**

Hotel Tyrolis takes the protection of your personal information very seriously. We promise you, that your contact information is never sold or passed onto other vendors. In order to provide you with exceptional service, Hotel Tyrolis may, under certain circumstances, give your information to legal individuals who are obligated to handle the information in accordance to this Privacy Statement. Under certain circumstances, it can be beneficial for Hotel Tyrolis to provide other companies (who are strategic partners with, or employed by Hotel Tyrolis) with certain information so that they can provide you with in the name of Hotel Tyrolis. These companies can help us to process information, take reservations and orders, deliver products, administer and maintain customer data, offer customer service, evaluate interest in our offers and services, conduct customer research, or complete polls regarding customer satisfaction. These companies are obligated to handle your personal information in accordance with the Privacy Statement in order to protect personal privacy. Furthermore, Hotel Tyrolis may be required by law or legal regulation to provide personal information.

### **How does Hotel Tyrolis protect your personal information?**

Hotel Tyrolis takes precautions, including administrative, electronic, and physical procedures, to protect your personal information from loss, theft and misuse, as well as from unauthorized access, transmission, alteration, and deletion.

The website employs the industry-standard SSL (Secure Sockets Layer) encryption. Your personal information and credit card information required in internet transactions is thereby safeguarded.

You can also help us secure your information by following some simple steps. Change your password often using a combination of letters and numbers and make sure you are using a secured web browser.

### **Integrity of your personal information**

Hotel Tyrolis has taken security measures to ensure that your personal information for the intended purposes is correct, complete and up-to-date. Naturally, you have the right to access and change your information at any time. You can help us by making sure your contact information and default settings are correct, complete and up-to-date. You may also receive a copy of your personal information by contacting us at the e-mail address mentioned below.

## **Our websites**

By accessing our website, your access data will be automatically collected and stored. These access data may include, in particular, the page accessed, the files viewed, the date and time of the call, the IP address of the user, data of the calling computer, in particular the browser and the operating system, as well as the data volume and the message of the successful call. We use these access data for internal statistical purposes to ensure the security of our offer and to optimize the offer. If an unlawful act is suspected, the access data will be evaluated to secure evidence.

By entering your personal data in one of our contact forms, you consent to the transmission and storage and processing by us for the duration of this specific request. This is especially true for your requests via contact form, chat and emails you send us. We need this data to process your request and in these cases store your IP address for purposes of securing evidence. The storage takes place as long as this is necessary for you or us to take care of any supplementary or subsequently asked questions.

The legal basis for this data processing is your consent, our pre-contractual and contractual obligations to you, our legitimate interests and legal obligations of all kinds and § 96 TKG.

## **Newsletter**

You are free to subscribe to our newsletter. The registration for which you have to provide your e-mail address and give your consent to receive the newsletter cannot take effect until you confirm a link to the registration you receive by e-mail.

In every newsletter you receive, you will find all the information you need to unsubscribe from the newsletter. For more information about our newsletters, please contact us at [info@hotel-tyrolis.at](mailto:info@hotel-tyrolis.at). We're here to help.

The content of our website has been carefully prepared and checked several times, but for the topicality, correctness and completeness of the information provided, we assume no liability. Claims for damages for the use or non-use of the information or for the use of incorrect or incomplete information are excluded. All offers are non-binding. We reserve the right to change, supplement or delete the offer or parts thereof without prior notice or to cease publication of the website temporarily or permanently.

The content and programming of our website are protected by copyright and ancillary copyright. Any duplication - also in extracts - and public reproduction, especially the copying of texts, graphics and photos, is prohibited without our prior written consent.

## **Cookies and other technologies**

As common of many company websites, Hotel Tyrolis uses "cookies" and other technologies in order to assess which areas of our websites are particularly popular, how our internet guests move around, and how much time they spend in certain areas. Furthermore, we use cookies and other technologies to assess the effectiveness of our online marketing and evaluate if it attracts and alerts customers to our services. We also use cookies and other technologies to analyze the data traffic on our website in order that we can improve its design and functionality, and to examine if it communicates efficiently with our customers. Lastly, we uses cookies to make the website fit your needs better and make the navigation easier in each visit.

Like most websites, information requested by us is automatically collected and saved in a protocol. This information includes internet protocol addresses (IP addresses), type of browser used, internet service provider (ISP), reference and end pages, operating system, date and time, and click stream data.

In some of our e-mail notifications, we use the so-called "click-through URL", that is connected to contents on our website. When you use such a URL address, you pass through our web server before you land at the destination webpage. We track these "click-through" data, to determine the interest in certain topics und to measure how effectively it communicates with our customers. If you would not like you information to be collected in this way, do not click on any text or graphic links in the e-mails.

Additionally, Hotel Tyrolis uses "pixel tags" (small picture files) that furnish information about which areas of the website the clients have visited or measure the effectiveness of the customer search requests on our site.

With help from pixel tags, Hotel Tyrolis can send e-mail notification in a format accessible by our customers. Additionally we can research if the e-mails were opened in order to help Tyrolis to only send e-mails that interest our customers.

## **Our company-wide commitment to protecting your personal privacy**

As was already mentioned, Hotel Tyrolis takes your personal rights very seriously. So that the security of your personal information is ensured, all staff members are given current instructions and the company takes strict security precautions to protect your personal information.

The website contains links to other companies. Hotel Tyrolis is not responsible for their personal privacy guidelines. We recommend that you attain these companies' Privacy Statements.

## **Your rights, especially your right of appeal**

If you have questions or concerns regarding the Privacy Statement, please feel free to contact us at the appropriate e-mail address (see below).

Naturally, you can ask Hotel Tyrolis which of your data is or has been collected, where the data was collected, how it is used, and if it was shared with another company. Additionally, you can correct false information or delete incorrectly processed data. The terms of the Personal Privacy Law apply.

Hotel Tyrolis is authorized to change the Privacy Policy occasionally. If fundamental alterations are conducted, notification as well as the up-dated version will be published on our website.

You can assert your right of disclosure, amendment, cancellation or blockage to the Hotel Tyrolis at any time. If you would like to assert your right, especially if you would like to repeal your consent for the future collection, storage and use of personal data by Hotel Tyrolis, please send an email or letter to:

### **Hotel Tyrolis**

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Austria

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For complaints, the Austrian Data Protection Authority (DSB), Wickenburggasse 8-10, 1080 Vienna, is the supervisory authority.

## **Facebook**

Our website uses several plugins from Facebook, Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA. You can recognize these plugins either on the blue "F" of Facebook or because this plugin is marked with the word "Facebook". When you visit our website, these plugins connect to the Facebook servers and transmit data. On the one hand, the information you see is transmitted directly from the servers to your browser and displayed there; on the other hand, information about your visit to our website is transmitted to Facebook. If you are logged in to Facebook, the transmitted information can be assigned directly to your account. When interacting with the functions of the plugin, e.g. pressing the "Like" button, this information will be sent from your browser directly to Facebook and will be stored there. The further processing of this information is incumbent on Facebook, for the appropriate conditions and settings, please refer to the privacy policy of Facebook. If you want to prevent personal data from being transmitted to Facebook, log out of Facebook before visiting our website.

We have no influence on the use of this data by Facebook. We refer in this regard to the privacy statements of Facebook, in particular the information available at the following link:

- <https://www.facebook.com/help/568137493302217>.

It also gives you information on how to use your browser to block Facebook social plug-ins.