

PRIVACY STATEMENT HOTELS
HOTEL-Pension ASPERNER LÖWE GMBH

(location Aspernstraße 93 & 96, 1220 Vienna – FN 129700h/HG Vienna)

1. Basis

This privacy statement concerns all persons, which use the services of Hotel-Pension Asperner Löwe GmbH. We are hereby informing you of the type, extent and purpose of the capture and use of your personal data by our company. We respect your privacy and are committed to following the legal requirements for the processing of your personal data (EU Regulation no. 679/2016 (GDPR), DSG 2000, DSG 2018 and TKG 2003). All your personal data is processed on this basis.

Our privacy coordinator is Prager Alexandra (manager, buero@asperner-loewe.at)

By using our services and providing your consent in accordance with this declaration, you confirm that you have reached the age of 14 or above and are able to give valid consent, or you have provided us with a valid declaration of consent from your legal guardian or solicitors.

2. Information in accordance with Art 13 GDPR

Your personal data, particularly your

- Master data (first- and last name, place of residence, address, e-mail address, telephone number, date of birth, customer number) as well as language,
- the data contained in your travel documents (passport number, passport data, date of birth, issuing authority, expiration date) and identification data (personal ID cards, driving licenses etc. including issuing authority and expiry date),
- data regarding payment type and pertaining to payments, in particular debit cards, credit cards and bank cards,
- your required length of stay as well as your announced destinations, hotels, contact persons, conditions, special services, personal preferences which are connected with your stay

are required for our services. Including also bookings of travel, guides, gastronomy, transfers, register settlements, insurances, events, tours, accreditations, vouchers inclusively consumer installation, accounting and their verification (B2B, B2C, FIT), ticket bookings.

For these purposes, this data is saved, processed and if needed, transferred to third parties – including service providers in other countries for the purpose of processing travel bookings, software and agency services.

with whom we cooperate to provide the most effective and best possible service to our customers.

We do not use profiling methods or make automated decisions.

The legal foundations for these data processing procedures are

- The fulfilment of our pre-contractual and contractual obligations to yourself,
- Consent declarations obtained from yourself,
- statutory, contractual or legal obligations (eg. documentation rights and obligations as per finance and accounting, tax and customs regulations, contract

- administration, reporting regulations, legal disputes) as well as § 96 TKG and
- our legitimate interests (eg. The improvement of our customer services, also within the scope of direct advertising or the perception of our own legal interests).

The length for which the data is saved is calculated in accordance with the length of our business relationship, the declarations of consent, as provided by yourself, as well as the statutory requirements to preserve records and legal obligations, which apply to our business. In case of regular business and in the interest of optimum client services, we must stress that we are committed to knowing your previously submitted customer wishes so well, that we can provide lasting and on-going customer satisfaction.

3. Our internet presence

By accessing our website no access data will be collected and saved.

By entering your personal data into one of our contact forms, you acknowledge that it is saved and processed by us for the duration of this concrete enquiry. This applies to the enquiries you submit via contact forms, chat and emails in particular. We need this data to process your enquiry and also save your IP address, in these cases, for evidence preservation. The data is saved provided it is required to aid with potential supplementary or follow-up questions by you or us.

Your account data is only transmitted via an encrypted internet connection (https). We are not liable for loss of data or in case of a third party accessing your data, if we adhere to the necessary security procedures in accordance with the latest technology developments.

The legal basis for this data processing is your declaration of consent, our pre-contractual and contractual obligations to you, our legitimate interests and legal requirements of any kind and Art. 96 TKG.

4. transmission to third parties / obligations of employers

In consideration of permissible purposes (e.g. for our hotel reservation program),

- your personal data may be passed on to company-internal processors,
- who have committed to complying with the valid data protection standards, or to third parties, who have been contacted to provide your requested services

Should it not be possible to comply with European data protection standards - for instance because in specific cases standard contractual clauses, arrangements or certifications can't be guaranteed - then we will notify you in a timely manner, and will obtain the necessary permission from you. For more information please contact us under buero@asperner-loewe.at.

5. cookies and tracking services

We do not use cookies, these are small text elements used to store information in web browsers.

We use third party content on our website, in order to curate the most informative and comfortable web experience for you. This includes e.g. Google Maps, RSS feeds or Youtube. Due to technical reasons, these third party providers will receive your IP address. We have no control over the use of this data by the third party providers. In these instances, we refer to the privacy statements of the relevant provider.

We use Google Analytics, a web analysis service of Google Inc. 1600, Amphitheatre Parkway, Mountain View, CA 94043, USA („Google"). Google Analytics uses cookies. The information pertaining to your user behaviour, which is created by the cookie, is generally transferred to and saved on a Google server in the USA. In the European Union, your IP address will first be shortened and thus anonymised or at least pseudonymised. The full IP address is only transferred to a Google server in exceptional circumstances, where it is then shortened.

Google uses this information to evaluate the website, to create reports on website activity and provide other services to the website owner, regarding website use and internet use. The IP address, transferred from your browser within the scope of Google Analytics, is not combined with other google data. In this regard, please also take note of Google's privacy statement, in particular the information which can be accessed via both of following links:

- <http://www.google.com/analytics/terms/de.html> and
- <https://www.google.de/intl/de/policies/>

6. Contact

You can request access to your personal data, saved by us, at any time and free of charge. As the person concerned, you have a right to retraction, information, deletion, correction and restriction of your personal data, provided we are not bound by a statutory requirement to preserve these records.

Consequences of retraction: deletion of your personal data, as far as it is legally possible, from our booking system.

For more information regarding your rights as the person concerned, please contact us under at buero@asperner-loewe.at . We are happy to help. The Austrian Data Protection Authority (DSB) Wickenburggasse 8-10, 1080 Vienna is responsible for complaints, as the relevant regulatory authority.

7. Other

We have implemented organisational and technical protective measures in places which we continually evaluate and adapt where necessary, to protect your personal data which is saved and processed by us.

We reserve the right to change this privacy statement at any time to adapt to new developments. The new version is valid from date of publication on our website. The current version of the privacy statement can be viewed on our website via <http://www.asperner-loewe.at/loewe/>.