

PRIVACY STATEMENT

The protection of your personal data is of great significance for us. We therefore act in compliance with the applicable legal regulations (DSGVO, TKG 2003). With this privacy statement, we would like to inform you about the types of data we store and how we use them.

1. General information:

Hotel Exel GmbH
Alte Zeile 14
3300 Amstetten

Data privacy coordinators: Doris Bischof, Gertraud Kammerhofer
Contact information: doris.bischof@hotelexel.com,
gertraud.kammerhofer@hotelexel.com

2. Collection and processing of personal data:

a. Access and data records

As a matter of principle, you can visit our website without informing us who you are. Our web servers automatically store general information, including the type of web browser, the operating system used, the domain name of your Internet service provider, the website direction you to us, our web pages that you visit, and the date and duration of your visit. This information does not enable us to make any kind of conclusion about your identity. This data is intended for anonymous evaluations and statistical purposes only.

b. Contact via our website

By contacting us via our website contact form or via e-mail, your provided data will be used for the purpose to answer your request and stored for 1 year in case of subsequent questions. This data will not be forwarded to third parties without your permission.

c. Online reservation / reservation

We process only the personal data necessary for your reservation, such as: family name, first name, address, telephone number, e-mail address and for guarantee purposes your credit card number. The data will be stored for 5 years, invoice data will be stored for 7 years. Your credit card information will not be stored.

d. Use and forwarding of collected data

We use the personal data that you provide exclusively for the communicated or agreed purposes and thus as a rule to process the contract concluded with you or to provide you with the information you have requested. If you use our services, only the data required for provision of the services in question is normally collected. If we ask you for additional data, provision of this data is voluntary.



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The processing of personal data is only performed in order to provide the requested service and to protect our own legitimate business interests.

e. Newsletter

You can sign in via double opt in for our newsletter on www.hotelexel.com.

The Newsletter service is provided by CleverReach GmbH&Go.KG, Mühlenstr. 43, 26180 Rastede, Deutschland. More information about the range of data collection and data use are to be found on the privacy policy of CleverReach under <https://www.cleverreach.com/en/privacy-policy/> Your subscription can be cancelled at any time. The link for unsubscribing the service is to be found on every news letter.

f. Online Rating Tools

Together with your booking confirmation you will receive the link to an online rating platform. This service is provided by

CA Customer Alliance GmbH, Ullsteinstr. 130 | Turm B, 12109 Berlin | Deutschland. Further information about the range of data collection and data use are to be found in the privacy policy of CA Customer Alliance under <https://www.customer-alliance.com/en/privacy-policy/#>

3. Description of the group of persons concerned and the data/data categories associated with them

Basically, following groups of persons are affected by collecting, processing and using personal data:

- Guest data (in particular address data, reservation data, data related to guest wishes, billing data)
- Customer data (in particular address data, contract data, billing and performance data)
- Data relating to potential customers (in particular accommodation-specific interests, interest in renting rooms/halls, address data)
- Employee data, applicant data, data relating to bodies for pensions (in particular personnel and payroll data)
- Broker / estate agent / agency data (in particular address, billing and performance data)
- Business partners, external service companies (in particular address, billing and performance data)
- Supplier data (in particular address, billing, performance and functional data)



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4. Forwarding of personal data to third parties

As a matter of principle, we do not forward your data without your permission, neither free of charge nor against payment.

Exceptions are data transfers based on legal or contractual obligations or based on mutual interests.

- **Your employer or cost bearer**

Our service may be part of contracts with your employer or cost bearer. We will forward your data in order to enable them to administer your business trips and meet your business trip regulations. On Demand of your employer or cost bearer data will also be forwarded to third party service providers.

- **Service Providers**

We will forward data to service providers to an extent that is necessary for the performance of services. This may be meeting planners, restaurants, mobile services, software developer and associates providing technical support, data hosting, marketing- and communication systems as well as collection services.

- **Authorities, banks and courts of law**

We will forward data to regulatory authorities, courts of law or banks based on legal obligations or regulations by law if we consider this necessary in order to protect your or our interests, rights and properties.

5. Tools for web site performance optimization and analysis of usage patterns

- a. **Google Maps**

This website uses Google Maps to display maps and create directions for driving. Google Maps is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. By using this website, you agree to the collection, processing and use of data that is collected automatically, or which you enter yourself, by Google, its representatives or third party service providers. The terms and conditions for the use for Google Maps can be found under [Terms and Conditions](#).

- b. **Cookies**

Our web site uses so-called cookies in a number of places. Cookies are small text files that are saved locally on your computer. Cookies do not cause any harm to your computer and do not contain viruses. The cookies on our website do



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not collect any personal data. We use the information contained in cookies to make it easier for you to use our website and allow us to adapt it to meet your needs.

You can, of course, visit our website without the use of cookies. If you do not want cookies to be saved on your computer, you can disable the relevant option in the system settings of your browser. If you choose not to accept cookies, this may result in a reduced availability of the services provided by our website.

c. Google Analytics, Analyse und Tracking-Tools

This website uses Google Analytics. This is a service provided by Google, Inc. ("Google"). Google uses "cookies", text files that are stored on your computer and which enable an analysis of your use of this website. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to a Google server in the USA and stored there. The IP address is then deducted from Google to the last three digits, a unique assignment of the IP address is therefore no longer possible. Google adheres to the data protection provisions of the "U.S. Safe Harbor" agreement and is registered with the U.S. Department of Commerce "Safe Harbor" program.

Google will use this information to evaluate your use of the website, compiling reports on website activity for website operators and providing other with website and internet related services. Google may also transfer this information to third parties unless required by law or where such third parties process the information on Google's behalf.

Third-party providers, including Google, show ads on sites on the internet. Third-party providers, including Google, use cookies stored for display ads based on previous visits of a user on this website.

Google will not associate your IP address with any other data held by Google. The data collection and storage can be revoked at any time with effect for the future. You can disable the use of cookies by Google, by calling the page for [deactivating Google advertising](#). Alternatively, users can disable the use of cookies by third parties by calling the [deactivation page of the Network Advertising Initiative](#).

You can also opt-out from being tracked by Google Analytic with effect for the future by downloading and installing Google Analytics Opt-out Browser Addon for your current web browser:

<http://tools.google.com/dlpage/gaoptout?hl=en>

We point out, however, that you may not be able to use all functions of this website in this case. By using this site, you agree to the processing of data about you by Google in the manner described above and for the aforementioned purpose. The data collection and storage can be revoked at



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any time with effect for the future. More information about the Policy of Google is available [here](#).

d. Social Plugins, Facebook

This website uses plug ins of the social network facebook.com ("Facebook", which is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA.

Further Information on purpose and scope of the data collection, processing and usage of data by Facebook, as well as your possibilities for privacy settings please see the privacy policies of Facebook, to be found on

<https://www.facebook.com/privacy/explanation>

6. Your rights according to art. 15, DSGVO

a. Right to information

You have the right to request information if any personal data concerning yourself are processed and, consequently, get information free of charge about the personal data saved about you in written form.

b. Right to deletion

You have the right to get your data deleted immediately, provided that we do not have a legal obligation to save your data.

c. Right to impose restrictions

You have the right to impose restriction concerning the processing of your personal data.

d. Right to rectification

You have the right to demand rectification of incorrect personal data concerning yourself.

e. Right to raise objections

You have the right to raise objections against the processing of personal data, without affecting the legitimate processed data up to this time.

Your inquiry on any of the above mentioned cases, please address in written form solely to: Hotel Exel GmbH, Alte Zeile 14, 3300 Amstetten, or office@hotelexel.com. You will receive our information, free of charge and in written form within one to three months, based on the complexity and scope of your inquiry.

f. Right to file a complaint with the data protection authority

You have the possibility to file complaint with the Austrian data protection authority, in case of unlawful action on our part.



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7. Data security

a. Technical and organizational security measures

Hotel Exel GmbH implements appropriate technical, organizational, and physical security measures to safeguard your data against access by unauthorized persons. Your data is only stored for the time that is necessary to perform our services and legitim operational purposes, unless we are obliged by law or regulations, or due to legal proceedings or officially investigations to store data for a longer period.



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