

Information for the processing of personal data for the guest

Privacy statement within the meaning of Art. 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27th, 2016 on the protection of individuals with regard to the processing of personal data, on the free movement of such data and on the repeal of Directive 95/46/EC (General Data Protection Regulation)

In accordance with the EU-General Data Protection Regulation (Regulation 2016/679 of the European Parliament and of the Council), we inform you of the following.

NAME AND CONTACT DETAILS OF THE CONTROLLER

The person responsible for processing the data is Reider Elisabeth as legal representative of the Schartneralm vGmbH, with registered office in Ritten - Kolbenstein, Tannstraße 12, tax number and VAT number 03170590214, tel. +39 0471 142 12 91, e-mail discover@schartneralm.info.

PERSONAL DATA AND SPECIAL CATEGORIES OF DATA

Your personal data in particular are

- your main data (surname, first name, address, e-mail address, telephone number, fax number, date of birth) as well as language and car registration number
- travel documents and identity cards
- method of payment and in general payment information (e.g. bank coordinates, credit card data)
- the date and duration of stay
- access, usage and communication data.

Special categories of data include health data and data relating to special needs.

No special categories of personal data are processed via our website.

If special categories of data need to be processed during your stay at the SchartnerAlm your consent is required for this.

PURPOSES FOR THE PROCESSING OF PERSONAL DATA AND LEGAL BASIS

FOR THE PROCESSING

The data provided will be processed for the following purposes:

- fulfillment of legal obligations
- processing of pre-contractual and contractual measures regarding the stay (booking, request, stay, departure, etc.)
- Storing data to facilitate future bookings and enquiries
- Sending of information, offers and news of the accommodation and business partners by e-mail, post and other means of telecommunication about the establishment, the surrounding area, local events, etc.
- Access, usage and communication data are processed for security reasons and to ensure the functioning of the website.

The legal bases for processing your data are:

- statutory or legal obligations (Art. 6, para. 1, lit. c DSGVO);
- the fulfilment of pre-contractual and contractual measures and obligations (Art. 6, para. 1, lit. b DSGVO);
- the consent obtained from you (Art. 6, para. 1, lit. a DSGVO);
- the protection of legitimate interests (Art. 6, Para. 1, lit. f DSGVO).

HOW YOUR PERSONAL DATA IS PROCESSED

Reservation request

The provision of your personal data in the relevant enquiry form on our website is necessary in order to make an enquiry and to make use of the pre-contractual and contractual services. The travel dates marked with an asterisk must be provided in order to make an enquiry.

The legal basis for processing your personal data is the performance of pre-contractual and contractual measures.

The duration of storage is measured according to the applicable legal provisions and your personal data relating to the enquiry will be retained for the period necessary for the period that is absolutely necessary for processing.

Online booking

We use the HGV booking widget for online bookings on our website.

It is necessary to provide your personal data in the relevant booking form, to make a booking and to make use of the contractual services. The travel data marked with an asterisk must be entered in order to make a booking.

The legal basis for the processing of your personal data is the fulfilment of pre-contractual and contractual measures.

The duration of storage is measured according to the applicable legal provisions and your personal data for the booking will be retained for the period necessary for the processing.

Data processed on the basis of your consent will be stored until revoked.

To manage the bookings, we use the HGV Channel Manager.

Newsletter and advertising dispatch

The provision of your personal data for sending information, offers and news of the company is voluntary. If you do not provide your personal data, offers and news will not be sent.

The data that you provide in order to receive information, offers and news by means of newsletters or post and which are processed on the basis of your consent, are stored until revoked.

Access, usage and communication data

Server log files

When using the website, data is automatically collected and stored in server log files. These are the following data: IP address, browser and browser version, operating system, access time and the amount of data transferred.

Cookies

All information about cookies can be found in our Cookie Policy (Cookies - SchartnerAlm am/Ritten/Bolzano/South Tyrol).

SSL encryption and legal basis

SSL encryption: In order to guarantee the security of your data during transmission, we use encryption we use state-of-the-art encryption procedures via https.

The storage and processing of access, usage and communication data is carried out for security reasons and in order to security reasons and to guarantee the function of the website. The legal basis for this is the legitimate interest within the meaning of Art. 6, Para. 1, lit. f DSGVO.

Social media

We maintain online presences in social networks in order to communicate with and inform customers and interested parties. In this respect, user data may also be processed outside the European Union may be processed.

The processing of data in connection with the visit of our presences in the social media networks is based on our legitimate interest pursuant to Art. 6, Para. 1, lit. f DSGVO.

Accordingly, we operate a Facebook page and an Instagram page. On our website you will find a link to the respective pages. There is also a link to WhatsApp available.

On WhatsApp, Facebook and Instagram are part of the meta-company.

RECIPIENTS OF PERSONAL DATA

Generally, your personal data will not be passed on. Under certain circumstances the personal data

- within the company, taking into account the permissible purposes of use,
- to processors and third parties who need to be involved in the provision of the services you have services requested by you or to third parties who are called upon for specialist services.

RIGHTS OF THE DATA SUBJECT

Right to inform:

Pursuant to Art. 15 of the GDPR, you are entitled to obtain information on which personal data is processed, where it comes from, what data it is, whether they are passed on and to whom, and what is done with the data.

Right to rectification and erasure:

Pursuant to Art. 16 DSGVO, you may at any time request the rectification or completion of your personal data at any time. Likewise, in accordance with Art. 17 DSGVO the right to deletion. In particular, in case of data that has been made public, you also have the "right to be forgotten", i.e. the necessary steps will be taken to delete all links, copies, replications or similar.

Right of objection:

You may at any time exercise your right of objection in accordance with Art. 21 DSGVO and amend or withdraw your declaration of consent with effect for the future revoke it completely.

Right to restriction

(or also blocking): In accordance with Art. 18 DSGVO, you can also request the restriction of the processing of personal data. The data collected may then only be processed with individual consent or the processing must be then specifically restricted.

Right to data portability:

Pursuant to Art. 20 DSGVO, you have the right to receive the provided personal data in a structured, common, machine-readable format and to request the transfer of your personal data to another responsible person.

A right to lodge a complaint with the supervisory authority of the state is also provided for in accordance with Art. 77 DSGVO.

Klobenstein, December 2022