

Privacy Statement of Apartments Scheffau

This Privacy Statement explains how Apartments Scheffau collects, uses and discloses (hereinafter referred to together as “processes”) personal user data (hereinafter “Personal Data”) of visitors to this website (hereinafter “User”), and the means by which this is done. The Privacy Statement also describes how Apartments Scheffau safeguards the confidentiality of the Personal Data processed.

The User agrees to Apartments Scheffau processing Personal Data in accordance with the Privacy Statement. Legal or contractual duties to maintain confidentiality to which Apartments Scheffau is subject in relation to the User's Personal Data are not affected by this Privacy Statement.

Apartments Scheffau may amend the Privacy Statement unilaterally at any time.

Privacy Policy

Apartments Scheffau is committed to ensuring the privacy and security of your personal data. The following Privacy Policy sets out the personal data that we collect about you as a user of our products and services, including how and why we process your personal data, who we share it with, and your rights and choices when it comes to your personal data.

In this Privacy Policy, when we refer to "personal data", we mean information which could directly identify you (for example, your name or passport number) and information which could indirectly identify you, meaning that it could identify you when combined with other information which we hold about you (for example, your gender or date of birth). "Process" or "processing" means just about any conceivable use of personal data, including recording, storing, viewing or disclosing personal data.

If you have any questions about your personal data which are not answered by this Policy, please contact our Data Protection Officer

Type of collected Personal Data

Apartments Scheffau processes Personal Data about the User if the latter

- visits websites of Apartments Scheffau, Booking.com, Wilder Kaiser information.
- applies for or uses products or services offered by Apartments Scheffau online;
- obtains marketing information or recommendations from third parties eg previous guests

In selected cases, Personal Data is processed if Apartments Scheffau is provided with information through telephone calls with Users, whether this be to meet its own legal obligations or for training or quality assurance purposes.

How we collect your personal data

Information provided by you

We collect your personal data to give you the best possible experience as a user of our products and services. In general, we collect information from you when you interact with us to request a quote or availability check, visit our website or contact us with an enquiry. This covers all channels of communication with us, including over the telephone, email, website, social media and in person.

We'll collect the following information from you when you request a quote or availability check:

- Your name
- Contact address
- Email address
- Telephone number

When you make a reservation, we'll also collect:

- Name and contact details of yourself and other people in your group
- address and passport details
- Your date of birth and the year of birth of other people in your group
- Payment details
- Any other information that you provide us with as part of your enquiry or reservation

Information collected from other sources

We may obtain your personal data when you interact with us through third parties, such as other vacation websites and third party sellers.

Vacation websites and third party sellers:

- Your personal data will be passed onto us from vacation websites and third party sellers should you choose to interact with them to generate a quote, or request a reservation with us.

Usage and protection of Personal Data

By processing Personal Data according to this Privacy Statement, Apartments Scheffau is able to improve the quality of its products and services.

Personal Data is processed for the following purposes in particular:

- user administration
- user information on the services and products rendered by Apartments Scheffau, provided the User has given their consent for this

The User authorises Apartments Scheffau to transmit Personal Data to employees, agents or other third parties within or outside the country where the User lives in order to provide services and for the purposes indicated above. Employees, agents and other third parties which have access to Personal Data are required by Apartments Scheffau to ensure compliance with all applicable data protection provisions. Any person who authorizes Apartments Scheffau to access their Personal Data as defined in this Privacy Statement will be made aware of the data security and data protection implications.

Apartments Scheffau protects Personal Data with appropriate physical, electronic and process-related security measures, such as firewalls and personal passwords.

Apartments Scheffau reserves the right to disclose Personal Data to regulatory and supervisory authorities. In so doing, Apartments Scheffau will comply at all times with applicable regulations, laws, court orders or official requests.

How we use your personal data

We'll use your personal data for the purposes outlined below:

To fulfil our contractual agreement to provide you with our products and services:

- Where requested by you, to provide you with a quotation for any of our products and services
- To deliver our products and services to you according to our contractual agreement
- To collect customer payments
- To contact you with important information about your reservation.

To comply with our legal obligations, and for the establishment, exercise or defence of legal claims:

- To comply with our regulatory requirements.
- To resolve any disputes relating to your reservation
- To ensure that your contact details are correct, so that we are able to comply with our legal requirements.

Where we have legitimate business interests:

- To respond to customer enquiries and complaints
- To manage payment schedules and payment collection
- To understand customer behaviour, so that we can provide you with products and services that are best suited to your requirements

We'll never sell your data to third parties for marketing purposes.

Security

Apartments Scheffau have implemented appropriate technical and organisational measures to protect the confidentiality of the personal data that you entrust us with. We update and test our physical, logical and procedural security controls on an ongoing basis. These include limiting access to your personal data to those who need it and training about the importance of maintaining the privacy and security of your personal data

How long do we keep this information?

We'll only store your personal data for as long as is necessary to fulfil the purposes outlined in this Privacy Policy or for as long as we reasonably consider necessary to establish, exercise or defend our legal rights. Your data will be retained in line with statutory and regulatory requirements. Where our retention periods are not governed by legislation, our retention policy is based on commercial justifications, which have been set in accordance with the principle of retaining personal data for no longer than is necessary for the purposes for which it is processed. These include:

- To enable us to provide you with our products and services

- To allow us to resolve any disputes or complaints

Data subject rights

The following section sets out your rights in relation to your personal data

If you would like to exercise any of your data subject rights, please contact us by:

Telephone: 00 43 660 4585

Email: info@apartment-scheffau.at

Post: Oberau 28, 6351 Scheffau

You have the following rights and choices in relation to your personal data:

1. You have the right to request access to a copy of your personal data. You are entitled to obtain confirmation that your data is being processed, access to a copy of your personal data, and other supplementary information which largely corresponds to the information that should be provided in a Privacy Policy. Should you wish to exercise this right, please contact us with a description of the information you would like to see. We will provide our response to you without undue delay and within one month of receipt of your request. Please note, however, that in certain circumstances we are not required to provide the information requested. Where requests are manifestly unfounded or excessive, in particular because they are repetitive, we may charge a reasonable fee taking into account the administrative costs of providing the information or refuse to provide the information. Where we refuse a request, we will explain our reasons for the refusal, and remind you of your right to complain.

Certain personal data may be exempt from such requests in certain circumstances. If an exemption applies, we will tell you this when responding to your request. We may request that you provide us with information necessary to confirm your identity before responding to any request you make.

2. You have the right to ensure that any information we hold about you is accurate and kept up to date. Please let us know if you would like to update any inaccurate or incomplete records.

You are also entitled to the following additional rights. These rights will become effective after 25th May 2018.

3. You have the right to request that we erase your personal data on the following grounds:

- Your personal data is no longer necessary in relation to the purpose for which it was collected or processed
- If the processing is based on consent, you choose to withdraw your consent and there is no other legal ground for processing
- You object to processing, and there are no overriding legitimate grounds to continue the processing
- Your personal data has been processed unlawfully
- Your personal data must be erased for compliance with a legal obligation

4. You have the right to request the restriction of processing of your personal data under specific conditions, unless we have a lawful reason to continue, such as for the establishment, exercise or defence of legal claims.

5. You have the right to request a copy of personal data you have provided to us in a structured, commonly used and machine readable format, so that you can transmit this to another organisation. Where technically feasible you can also request that we transmit this data to another organisation.

6. You have the right to object to processing which is based on:

- Legitimate interests
- Tasks carried out in the public interest
- Direct marketing

7. You have the right not to be subject to any decisions made based solely on automated processing, including profiling, which produces legal effects or significantly affects you. Where such decisions are made, you have the right to:

- Obtain human intervention
- Express your point of view
- Obtain an explanation of the decision and challenge it

Complaints

If you would like to make a complaint, please contact our Data Protection Officer:

Data Protection Officer
Oberau 28, 6351 Scheffau

www.info@apartment-scheffau.at

Changes to the Privacy Policy

This Privacy Policy does not form part of any customer's contract with us and we may amend it from time to time. Any changes we make to our Privacy Policy in the future will be posted on our website and, where appropriate, notified to you by email.

The practices described in this Privacy Policy are current personal data protection policies, as of 25 May 2018

Information on processed Personal Data

Persons whose Personal Data is processed within the scope of this Privacy Statement have the following rights:

- to receive information on whether Apartments Scheffau may save Personal Data and what form this Personal Data may take (which categories of data, recipients or categories of recipients, retention periods for Personal Data or criteria governing retention periods)
- to receive a copy of the Personal Data
- to request the rectification of Personal Data if it is incorrect
- to request the deletion of Personal Data
- to request restrictions on processing Personal Data

- to receive Personal Data in a structured, accessible and machine-readable format
- to submit an objection to processing, especially for the purpose of direct advertising

The rights specified above may be denied or restricted if the interests, rights and freedoms of third parties take precedence or if processing is necessary to establish, exercise or defend legal claims of Apartments Scheffau.

Queries in relation to processing Personal Data are to be directed to the Data Protection Officer of Apartments Scheffau:

Apartments Scheffau
Oberau 28, 6351 Scheffau, Tirol, Austria
E-Mail: www.apartment-scheffau.at

Links

The websites of Apartments Scheffau may contain hyperlinks to other websites which are not operated or monitored by Apartments Scheffau. Third-party websites are not subject to this Privacy Statement. Apartments Scheffau is not responsible for their content or how they handle Personal Data.

Social Media Buttons

Functions (plugins) of third-party providers or social media platforms (Facebook, Twitter, Google+, etc.) are embedded into the websites of Apartments Scheffau. These plugins enable the User to share content on the social networks mentioned. The interfaces are deactivated by default when the website is accessed. This means that no Personal Data is transmitted to the respective third-party providers without intervention on the part of the User. Once the User has activated the interfaces, data (incl. also Personal Data) is automatically transmitted to the relevant third-party providers by the plug-ins. If the User is simultaneously logged in to the network of the respective third-party provider when they visit the website, the third-party provider can assign the visit to the User's network account. Apartments Scheffau has no influence on this. The purpose and scope of such a form of data collection and the further processing and usage of Personal Data are outlined in the data protection guidelines of the individual social networks.

Right to withdraw consent in respect of data protection

Anyone affected by the processing of Personal Data can withdraw their consent to this effect at any time. This must be done in writing or by e-mail to the Data Protection Officer of Apartments Scheffau.

Last updated on: 13 May 2018

¹ For the purpose of this Privacy Statement, Apartments Scheffau refers to Apartments Scheffau, Apartments Earp, Scheffau, Crossley Earp Ferienwohnungen.