

General Data Protection Notice for Guests and Customers

In the digital age, data is collected and processed. The following principle applies: Where personal data is stored and processed, a high level of data protection and data security must be ensured. This also applies to data of guests and customers of the Hotel Böhlerstern as well as the Restaurant Bachstelze (hereinafter also referred to as "we or us").

We regard it as our duty to protect the privacy of each individual and to provide transparent information about the processing of personal data. With this data protection notice we comply with our obligations in accordance with Article 13 and Article 14 of the General Data Protection Regulation ("GDPR") and inform you how we collect and use your personal data when you are our guest or when you obtain a service offered by us.

Further information regarding the processing of your data during a visit to our website <https://en.boehlerstern.at/> can be found at <https://en.boehlerstern.at/data-cookies/> or on our website <https://www.bachstelze.at/> at <https://www.bachstelze.at/datenschutz-cookies/>.

1. Controller

The controller as defined in the GDPR, the national data protection law as well as in any other legal data protection regulations for the processing of personal data described below is

Hotel BÖHLERSTERN GmbH
Friedrich-Böhler-Straße 13, A-8605 Kapfenberg

2. Processing of personal data

2.1 Room reservations

- » General: You can book a room at the Hotel Böhlerstern on site, on our website, by email or telephone.
- » Purpose: We process the data you provide us to make and manage your reservation.
- » Data categories: Personal data (title, name and surname, date of birth); contact details (address, email address, telephone number, ID or passport details, etc.); booking details (arrival and departure dates, reservation number, room preferences, etc.).
- » Legal basis: The processing of your data is necessary to make your reservation. The processing is therefore based on Article 6 (1) (b) GDPR for the performance of contractual or pre-contractual obligations.
- » Storage period: If there are no statutory storage obligations, we will delete your reservation data from our hospitality system after 1.5 years, unless you insist on immediate deletion or would like to be included as a permanent guest in our file.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH; Innconcepts GmbH).

2.2 Table reservations

- » General: You can reserve a table in the restaurant "Bachstelze" on site, by phone, by e-mail or by using the contact form available on our website.

- » Purpose: The processing of your personal data serves solely to make and manage your table reservation.
- » Data categories: Personal data (name and surname); contact details (email address, telephone number); reservation data (date, time, number of people, information on special requests)
- » Legal basis: The processing of your data is necessary to make the reservation. The processing is therefore based on Article 6 (1) (b) GDPR for the performance of contractual or pre-contractual obligations.
- » Storage period: We store the data you submitted to us in our hospitality system and use it to perform the contract. We will delete your data after 1.5 years.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH).

2.3 Guest Service

- » General: We would like to make your stay as pleasant as possible. We therefore offer our guests a comprehensive range of services, such as concierge service, room service, housekeeping, a wellness and fitness area, sending of forgotten items, etc.
- » Purpose: We process the data you provide us to offer you our comprehensive range of services.
- » Data categories: Personal data (title, name and surname, date of birth, nationality, ID or passport data, etc.); contact details (address, email address, telephone number, etc.); booking details (arrival and departure dates, reservation number, etc.); any other data that you provide us about your stay.
- » Legal basis: Providing our comprehensive range of services to our guests is in our legitimate business interest. The processing is therefore based on Article 6 (1) (f) GDPR.
- » Storage period: We will store your data for as long as it is necessary to provide the services you have requested or for as long as we are legally obliged to do so.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH; intra-group data processing services: voestalpine BÖHLER Edelstahl GmbH & Co KG); shipping providers; recipients of legal and business transactions (tax advisors; legal advisors; courts; authorities; etc.)

2.4 Seminars and events

- » General: You can book the premises of our hotel for seminars and/or events.
- » Purpose: The processing of your personal data serves the booking of your selected premises as well as the administration of the relevant services.
- » Data categories: Personal data (name and surname), contact details (address, email address, telephone number, etc.), booking data (name of the event, date, number of people, selected premises and facilities, catering requests, etc.), payment data
- » Legal basis: The processing of your data is necessary to make the reservation. The processing is therefore based on Article 6 (1) (b) GDPR for the performance of contractual or pre-contractual obligations.

- » Storage period: We delete your data as soon as it is no longer required to achieve the purpose for which it was submitted. In the case of a contractual agreement, we will delete the data received as soon as legal storage requirements are fulfilled.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH; intragroup data processing services: voestalpine BÖHLER Edelmetall GmbH & Co KG)

2.5 Video Surveillance

- » General: We have installed video systems in security-sensitive areas of our facility. Video-monitored areas are signposted on site.
- » Purpose: Video surveillance serves to protect our guests, our employees, and our property.
- » Data categories: Video data of the filmed persons; place and time of the recording.
- » Legal basis: Protecting our guests, our employees and our property is in our legitimate business interest. The processing is therefore based on Article 6 (1)(f) GDPR.
- » Storage period: Video recordings are deleted within 72 hours after recording unless a specific security incident requires a longer storage period.
- » Recipients: Processors (voestalpine BÖHLER Edelmetall GmbH & Co KG); if required relevant investigating authorities (public prosecutors, police), authorities, courts, lawyers.

2.6 Catering / event service

- » General: For your business events and/or private celebrations we offer a catering and event service, which you can also book directly on our website.
- » Purpose: We process your data to be able to process and carry out your catering order.
- » Data categories: Personal data (name and surname), contact data (invoice address, delivery address, telephone number, email address) Delivery data (date, time, number of persons, desired products, other wishes, amount of order)
- » Legal basis: The processing of your data is necessary for the initiation and performance of a purchase contract. The processing is therefore based on Article 6 (1)(b) GDPR for the performance of contractual or pre-contractual obligations.
- » Storage period: We will delete your data as soon as it is no longer required to achieve the purpose for which it was submitted. In the case of a contractual agreement, we will delete the data received as soon as statutory storage obligations have been fulfilled.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH; as well as intragroup data processing services: voestalpine BÖHLER Edelmetall GmbH & Co KG)

2.7 Vouchers

- » General: You can buy vouchers for the Hotel Böhlerstern as well as for our restaurant "Bachstelze" on site, by email or telephone.
- » Purpose: The processing of your personal data serves to process the voucher purchase.

- » Data categories: Personal data (salutation, title, name and surname); contact details (address, email address, telephone number, etc.); value of voucher
- » Legal basis: The processing of your data is necessary for the initiation and performance of a purchase contract. The processing is therefore based on Article 6 (1)(b) GDPR for the performance of contractual or pre-contractual obligations.
- » Storage period: In the case of a contractual agreement, we will delete the data as soon as statutory or contractual storage obligations are fulfilled.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH; as well as intragroup data processing services: voestalpine BÖHLER Edelmetall GmbH & Co KG)

2.8 Card Payment

- » General: You can also make cashless payments for the accommodation and ancillary services we offer.
- » Purpose: We process your data to make your cashless payments securely.
- » Data categories: Personal data (salutation, title, name and surname, etc.); payment data (payment ID, payment service, payment status, payment amount, etc.); card data (IBAN, card number and expiration date, CVC code, etc.).
- » Legal basis: The processing of your data is necessary for the payment execution. The processing is therefore based on Article 6 (1)(b) GDPR.
- » Storage period: The data are subject to a storage period of 7 years. After this period has expired, we will delete your data unless there is another reason to store it.
- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH); internal accounting services (voestalpine BÖHLER Edelmetall GmbH & Co KG); banks or payment service providers; recipients of legal and business transactions (tax advisors; legal advisors; courts; authorities; etc.)

2.9 Contact form/email contact

- » General: You can contact us electronically via our website by using the email addresses provided to get in touch with the relevant contact person. Alternatively, you have the option of sending us your inquiry using the contact form.
- » Purpose: The processing of the personal data from the input screen or from an email is used to process the contact.
- » Data categories: Personal data (name and surname), contact details (email address), information on your request
- » Legal basis: We process your data based on our legitimate interests in processing your data in the context of evaluating your request and to be able to contact you. The processing is therefore based on Article 6 (1) (f) GDPR. If the contact is made with the aim of concluding a contract, the processing takes place in the context of a pre-contractual relationship. The processing is therefore based on Article 6 (1)(b) GDPR for the performance of contractual or pre-contractual obligations.
- » Storage period: We only store your data for as long as it is required to achieve the purpose. We consider the purpose to be fulfilled if it can be inferred from the circumstances that the facts in question have

been clarified. If the contact is a pre-contractual relationship (offer or reservation request), the transmitted data will also be stored in our hospitality system and used to initiate a contract.

- » Recipients: Processors (IT service provider: voestalpine group-IT GmbH, Innconcepts GmbH)

2.10 Newsletter service

- » General: You have the possibility to register for our newsletter service. If you make use of this option, the data required for sending the newsletter will be transmitted to us and stored.
- » Purpose: We use the personal data you provide to stay in contact with you after your visit and to send you promotional offers or other information about our hotel and restaurant business.
- » Personal data (name and surname), contact details (email address)
- » Legal basis: We process your data on the basis of your consent. In this case, the processing is carried out in accordance with Article 6 (1)(a) GDPR.
- » Storage period: Your data will be deleted as soon as you unsubscribe from the newsletter service.
- » Recipients: Processor (Newsletter service: Mailchimp - The Rocket Science Group)

3. **Data Sources**

In general, we only process data that we receive directly from you. But if you make a room reservation via a third-party platform (such as booking.com), we will receive your data from the third-party platform. It is also possible that we receive your data for an upcoming business trip from authorized third parties who, for example, make the hotel booking for you.

4. **Special data processing**

In certain cases, we may need to process special categories of personally identifiable data on your person (sensitive data) in preparation for or during your stay with us. This would be the case, for example, if you inform us about special accommodation requests due to physical disabilities or if you would like to make us aware of special meal requests due to health or religious reasons.

In such cases of special data processing, we will ask for your consent for the individual case and this consent forms the legal basis of the special data processing. You can always withdraw the consent issued in such cases, with the consequence that we may no longer process your data from the time of your withdrawal. However, we will generally no longer be able to fulfill specific wishes or offer certain services to you for which your declaration of consent is required.

In special cases, the processing of your special (sensitive) personal data may also be required without your given consent, for example in the context of medical emergencies to protect your vital interests.

5. **Data transfer to supervisory authorities and courts as well as other third parties**

We are subject to a wide range of legal regulations. It may also occur that we have to disclose your personal data to authorities or courts upon their requests. We only reply to such inquiries if we are legally obliged to do

so. In all these cases, we always ensure that all legal requirements are observed and that your data is protected.

6. Your rights / Rights of data subject

- » In accordance with Art. 15 GDPR, you have the right to obtain from the controller confirmation as to whether or not personal data concerning you are being processed and access to information about this data.
- » In accordance with Art. 16 GDPR, you have the right to obtain without undue delay the rectification of inaccurate personal data and to have incomplete personal data completed.
- » In accordance with Art. 17 GDPR, you have the right to erasure of your personal data
- » In accordance with Art. 18 GDPR, you have the right to restrict processing.
- » In accordance with Art. 20 GDPR, you have the right to data portability.
- » In accordance with Art. 21 GDPR, you have the right to object to the processing of personal data.
- » Finally, you are entitled to lodge a complaint with the competent supervisory authority.
- » If processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

For any questions related to data protection and asserting the rights as listed, please contact datenschutz@boehlerstern.at.

This General Data Protection Notice for guests and customers will be revised from time to time. The date of the last revision is in the footer.