

## General Data Protection Regulation – information requirement for guests and clients

### 1. Controller

We, STAG Hotelverwaltungs GmbH, respect your privacy and the protection of your personal data; we therefore endeavour to comply with all legal provisions (including, without limitation, the GDPR and the Austrian Data Protection Act) when processing your data. This data protection statement in compliance with Articles 13 and 14 of the GDPR serves the purpose of informing you about which types of your data we will process, to what extent and for which purposes, when you use our services.

This statement applies to our hotels (STEIGENBERGER Hotel & SPA Krems, STEIGENBERGER Herrenhof, Hotel Intercity Wien...

Our data protection officer is lexetdata e.U.,  
Dr. Beata Mangelberger

You can contact us at [dsb.at@deutschehospitality.com](mailto:dsb.at@deutschehospitality.com)

### 2. Which types of data will we process?

We will process the data provided by you or otherwise disclosed to us. This includes:

- (i) Your contact details (name, address, e-mail address, phone and fax numbers)
- (ii) Data from travel documents (passport number, date of birth, gender, nationality, issuing authority, place of birth, period of validity) and ID cards or driver licenses presented to us, as well as from license plates
- (iii) Payment data (credit, debit or other bank cards and all related details used for payment transactions)
- (iv) Any information and preferences in connection with your stay, contact persons, special services, terms and conditions, frequent flier number, bonus miles, etc.
- (v) Special categories of data, such as data concerning health (for instance allergies or special needs) or information regarding your marriage or partnership

We require these data to perform our services and will also use them to book city tours, treatments (massages), concerts, event tickets, tables at restaurants, etc. We will process your data and – where necessary – pass them on to third parties with whom we cooperate in the interest of providing our guests with the best and most effective service. Third parties may also include service providers in third countries acting as processors or software and agency service providers.

### 3. For which purposes and on which legal bases will we use your data?

The following legal bases apply to the processing of your data:

- (i) Article 6(1)(b): If you book a room by e-mail, via our contact form or by phone, or if you use any other services at any of our hotels, we will process your data for the performance of contractual or pre-contractual obligations.
- (ii) Article 6(1)(a): Your consents
- (iii) Article 6(1)(c): Statutory, contractual or other legal obligations on our part (e.g. rights and duties of documentation under accounting rules, tax and customs law, contract law, registration obligations, legal disputes)
- (iv) Article 6(1)(f): Our legitimate interests (e.g. improving our customer service, data transfers within the group of companies, including direct marketing purposes or pursuing our own legal interests and the safeguarding of rights)



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Ein Betrieb der STAG Hotelverwaltungs GmbH, Sitz der Gesellschaft: Wien, Handelsgericht Wien  
FN 35654h, DVR 4004453, UID ATU30904901  
Commerzbank Wien, Konto-Nr.: 101134504, BLZ: 19675, IBAN: AT13 1967 5001 0113 4504,  
BIC: COBAATWXXXX

#### 4. How long will your data be stored?

We will store your personal data only as long as necessary for fulfilling the above purposes. The duration of the storage depends on the duration of our business relationship with you, the consents you have given, and the statutory duties to preserve records and other legal obligations applicable to us.

#### 5. Where do we obtain your data?

We also obtain personal data from other (possibly public) sources, for instance from booking platforms, creditworthiness databases, etc.

#### 6. What are your rights?

(i) You have the right to access and to obtain rectification or erasure of personal data pursuant to Articles 15, 16 of the GDPR: You are entitled to obtain information as to whether we are processing your data and, if so, which of your data is being processed. For your own protection – to ensure that your data is not disclosed to unauthorized persons – we will verify your identity using reasonable measures prior to giving you the requested information. Please notify us of any changes in your personal data as soon as possible so that we can make the necessary corrections. Provided that all criteria listed in Article 17 of the GDPR are met, we will delete your data as requested.

(ii) You may withdraw any consent given to us under data protection law at any time. The withdrawal will not affect the lawfulness of processing before the withdrawal. From the moment that you withdraw your consent, we will no longer process your data for the above purposes.

(iii) Given that we are processing your data for the purposes of legitimate interests, you have the right to object to the processing on grounds relating to your particular situation. Given that we (also) process your data for direct marketing, you have the right to object to this processing for the purposes of direct marketing at any time.

(iv) In addition, you have the right to restriction of processing pursuant to Article 18 of the GDPR and the right to data portability pursuant to Article 20 of the GDPR. Moreover, you may lodge a complaint with a data protection supervisory authority; the competent authority in Austria is the Data Protection Authority (Datenschutzbehörde), Barichgasse 40-42, 1030 Vienna.

#### Other information

We have technical and organizational measures in place to protect your data and will adjust and implement such measures whenever necessary. Therefore, we reserve the right to update our data protection statement on a regular basis. The new version will apply as soon as it has been published.



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