Data protection information pursuant to Art. 13 of the GDPR [General Data Protection Regulation]

Person responsible for data processing activities

Lindner Hotels AG
Emanuel-Leutze-Strasse 20; D-40547 Düsseldorf

Telephone: +49 211 5997-310
Fax: +49 211 5997-348
Email: info@lindner.de
Website: www.lindner.de

Represented by:
Otto Lindner, MBA, Düsseldorf

Data Protection Officer

External Data Protection Officer contracted via:
TÜV Informationstechnik GmbH
Business Security & Privacy ▪ Department of Data Protection

Langemarckstr. 20 ▪ 45141 Essen
Tel.: (0201) 8999-899 ▪ privacyGUARD@tuvit.de ▪ www.tuvit.de

Purpose of the data processing activities

- Operation of hotels and related services as well as all related business.
- Operation of a Customer Service Centre for the purpose of taking and making reservations.
- Implementation of passenger transport operations and/or operation of a car rental company.
- Additional objectives are accompanying or supporting functions in managing personnel, brokers, suppliers and service providers.
- Video surveillance at the hotel locations is used exclusively to collect evidence in the event of vandalism, burglary, assault or other criminal offences. The presence and use of video cameras are indicated by appropriate warnings. Digitalised recordings of bookings for documentation, proof and training purposes are made only with the express permission of the other party.
- Carrying out the storage and processing of personal data for own purposes as well as on behalf of individual companies in accordance with existing service agreements within the group of companies.
- The collection, processing and use of data is done for the purposes set out above.

Description of the affected persons and the respective data/data categories

Personal data are collected, processed and used essentially for the following groups in the case of natural persons to the extent necessary to fulfil the mentioned purposes:

- Guest data (especially address data, reservation data, guest wishes, billing data)
- Customer data (especially address data, contract data, billing and performance data)
- Data of interested parties (especially interest in accommodation, room and hall rental interests, address data)
- Employee data, applicant data, data of pensioners (existing personnel and salary data)
- Broker/agent/agency data (in particular address, billing and performance data)
- Business partners, external service companies (especially address, billing and performance data)
- Supplier data (in particular address, billing, performance and function data)
- Non-assignable groups of persons: Video recordings insofar as they are necessary to fulfil the purposes mentioned under point 5.

Legal bases of the data processing activities

Justifications:

Contract (accommodation contract, service contract, etc.); relevant legal standard(s); Consent (e.g., in the context of accommodation) as well as a balance of interests in individual cases (e.g., in the context of video surveillance)

Categories of recipients of personal data

Hotels, guest houses and other accommodation establishments may collect personal data of their guests and save them in automated processes insofar as this is required within the context of the accommodation contract. This also falls in the context of billing information about food and beverages, telephone calls from the room and/or other hotel-specific services. Hotels and accommodation operations are required by law to obtain information about the place of residence, the date of birth and the nationality of their guests and their family members.

a) Internal

Internal departments involved in the execution and performance of the respective business processes (e.g. staff management/control, accounting, marketing, sales, IT organisation and the Central Reservation Service/Customer Service Centre).

b) External

- Public authorities, which receive data due to legal regulations (e.g. social insurance agencies).
- External contractors (service companies) according to § 11 of the German Federal Data Protection Act (BDSG).
- Other external offices (e.g., credit institutions, brokerage agencies in the context of intermediary activity, companies affiliated with the group insofar as those affected have given written consent, or a transfer is permitted due to a prevailing, legitimate interest), and partner companies in the context of the customer's orders.

Data transfers to third countries

Data transfers to third countries only occur in the context of contract fulfilment, necessary communication as well as other exceptions expressly provided for in the German Federal Data Protection Act (BDSG). Currently, data exchange of guest master data takes place between hotel locations in Switzerland (CH), Spain (E), Austria (A), Belgium (B), the Czech Republic (CZ), the Slovak Republic (SK) and hotel locations in Germany (D). Due to Switzerland's very high data protection level, this data exchange takes place in a framework that complies with data protection regulations. The exchange of data between hotel locations within the EU community takes place exclusively on the basis of corresponding data protection standards of the European Community or on the basis of the applicable data protection laws of the participating EU member states. Data transfer to other third countries, in particular those whose data protection level is considered low, or to countries outside the EU currently, does not take place; such is not planned either.

Additional information in the sense of Art. 13 para. 2 of the GDPR

a) Rights of affected persons

You have the right to:

- Information about your stored and processed personal data
- Correction of your personal data stored with us
- Deletion of your no longer required personal data
- Restriction (blocking) of the use of your personal data
- Revocation (especially in the case of previously given consent)
- Data portability

b) Storage duration

Lawmakers have enacted a variety of storage obligations and periods. After expiry of these periods, the corresponding data and data records are routinely deleted if they are no longer required for fulfilment of the contract (guest, rental and service contracts). Commercial or financial data of a closed financial year will be deleted after a further ten years in accordance with legal regulations unless longer retention periods are prescribed or required for legitimate reasons. The personnel administration and control area uses shorter deletion periods in special areas. This applies in particular to rejected applications or reminders. Insofar as these data are affected, they are deleted unsolicited if the purposes mentioned above no longer apply. Registration forms are stored according to the valid registration law in the individual hotel and accommodation establishments and then kept in accordance with the minimum legally stipulated period and then destroyed in accordance with data protection laws and subject to special precautionary measures.

c) Revocation of consent

If the storage of your personal data takes place based on your personal consent, you can revoke your consent. Your revocation will then apply from the date of revocation.

d) Right to file complaints with the competent data protection supervisory authority

- Pursuant to Art. 7 of the GDPR, you have the right to complain to the competent data protection supervisory authority if you believe that the processing of your personal data violates the GDPR, the BDSG or other national data protection regulations.
- Complaints should be directed to the data protection supervisory authority responsible for our company:

Country Commissioner for Data Protection and Freedom of Information
North Rhine-Westphalia
PO Box 20 04 44
40102 Dusseldorf

Tel.: 0211/38424-0
Fax: 0211/38424-10
Email: poststelle@ldi.nrw.de

e) Provision of personal data and the consequences of non-provision

The provision of your personal data is necessary for the purpose of carrying out the purpose cited above or we are required by applicable legal standards to collect these data. Without these data, we cannot conclude or carry out the contractual relationship. Insofar as there are legal obligations to collect such data, we would violate the applicable data protection law if we do not collect such data, which can result in sanctions and/or fines for our company.

f) Automatic decision-making

Automated decision-making does not take place and is not planned either.

Information about the security of your personal data

Lindner Hotels AG uses technical and organisational security measures pursuant to § 9 of the GDPR to protect the data managed by it against accidental or intentional manipulation, loss, destruction or access by unauthorised persons. The security measures used are continually being improved in line with technological development. This means that Lindner Hotels AG stores its data protection-relevant information exclusively on secure systems in Germany. Access is only granted to very few persons obligated to special data protection regulations, who are involved in technical, administrative or editorial support.

Certificate Payment Card Industry Data Security Standard

Lindner Hotels AG has successfully proven its compliance with Payment Card Industry Data Security Standard (PCI DSS) Version 3.2. The company has successfully completed the following examination measures of the PCI DSS.

Examination measure: On-site assessment
Examination date: 01 August 2017

Status of the data protection legal information pursuant to Art. 13 of the GDPR

Dusseldorf, July 2018 Version 1.10