

DSGVO – Data Protection Act 2018

info sheet for customers

Information about the person responsible	
Head office: yes Schlehdorn GbR Johannes & Felix Dünnebacke Am Sommerberg 1, 79868 Feldberg	Tel.: 0049 (0) 7655 91050 Email: hotel@schlehdorn.de Homepage: www.schlehdorn.de and www.schlehdorns-seehof.de
Date of application	04.05.2018
What data is stored	First name, surname, address, email, birthday (legal basis §6 for initiating the contract / execution of pre-contractual measures;)
Reasons for data storage	Creation of availability announcements, booking confirmations, entry of reservations and the resulting correspondence, creation of marketing actions (after approval of the guests). Forwarding to appropriate departments (see Use of guest data) with regard to accommodation contract and contract initiation / pre-contractual measures.
When is the storage of personal data allowed?	<ul style="list-style-type: none"> - Accommodation Agreement - Registration Act - §14 VAT Act
What is considered consent?	<ul style="list-style-type: none"> - The consent of the data must be given if the intended action goes beyond the statutory provisions - Concerned consent will be obtained in the form of active action by the guest (check in the registration form)
Data rights of guests / customers	<p>Right to information: We are happy to print out the data we store about you. Contact the reception for this.</p> <p>Right to correction: We are happy to correct any errors in the guest file, please contact the reception.</p> <p>Right to cancellation: The guest's request to completely remove his / her personal data must be fulfilled. The prerequisite is the fulfillment of the statutory deadlines</p>
Use of guest data	<p>By completing the registration form, guests can decide for themselves whether to consent to the use of the data for marketing purposes.</p> <p>All guest information is stored in the hotel reservation program Protel Air.</p> <p>A forwarding of the guest data takes place to internal and external places:</p> <ul style="list-style-type: none"> - Internal: Departments of Schlehdorn GbR (reception, kitchen, service, housekeeping, financial accounting, building services) - - Extern: Reporting by Hochschwarzwald Tourismus GmbH, IIQ Check, PosPad / Gastronovi (please refer to the data protection regulations of the respective companies)
Storage time	The guest data are stored according to the legal regulations 10 years. A longer backup of the data is possible if the guests wish this by confirming on the registration form.
Time of anonymization will be postponed if	<p>Guest data is automatically anonymized at the earliest possible date at the end of the day, in accordance with the rules of car anonymization. Anonymization is postponed if:</p> <ul style="list-style-type: none"> - present or future reservations for the guest card. - for the guest card still open invoices are available. <p>there are still unpaid bills of the city / municipality to this guest card.</p> <p>legal requirements of any kind make it necessary to keep the data in the system (according to the settings for the minimum storage period).</p>