

HAUS SCHNEEBERG PRIVACY POLICY AND COOKIE POLICY

Here at Haus Schneeberg we take your privacy seriously and only use your personal information to provide the products and services you have requested from us, or have agreed to. We are the data controller in respect of any personal data we collect about you and we have appointed a data protection officer who is responsible for monitoring our data protection compliance.

What personal data we collect

For reservations, we collect the following information for all members of your party, which is required to be collected by our local council for registration:

Name, Address, Nationality, Date of Birth, Occupation (if applicable), email address, telephone number, passport number.

Other information relevant to customer surveys and/or offers.

If you contact us via email, telephone or our contact form, we will collect your email address, telephone number, and name.

Credit Cards

We use a secure website to obtain your credit card information in order to process any purchases/bookings made on our site. Credit card information may also be requested over the phone when a booking is being made. All such information is stored on a secure system and will only be accessed when necessary to take payments as outlined in our Terms & Conditions. This data will be kept for as long as is necessary to fulfil your contract with us (unless a longer retention period is required or permitted by applicable law) before being disposed securely.

How we collect your personal data

We collect and process your information in the following ways:

When you contact us direct via our website, or by email, or by telephone, When you register with us online, or on arrival. We also work closely with Online Travel Agents who may store your personal data and pass on information to us.

Personal data that you have provided to us via our website or email will only be processed for the purpose of corresponding with you in relation to the purpose for which you provided it.

We assure you that your personal data will not be passed to third parties unless we are required to do so to meet legal requirements.

When you book direct online with us, our booking engine partner, Freetobook, collects your personal data in order for us to process the order with you. Their privacy policy is available when you book online.

We would like to make users aware that, in the event that you do not agree to your personal data being transmitted to us, certain functions and services provided by this website cannot be used (for example newsletters, bookings etc).

How we use your personal data

We use information held about you in the following ways:

To administer a booking, event or reservation

Send you emails or call you in relation to your stay

To contact you on departure to complete a questionnaire or ask for feedback for your stay

To send you marketing & promotional email such as newsletters, updates and special offers from time to time, if you opt in to this method of communication.

You are free to opt out of the marketing communication at any time.

Other communications for example responding to requests or general customer service

To provide you with information, products or services that you request from us which we feel may interest you.

To carry out our obligations arising from any contracts entered into between you and us.

To notify you about changes to our service.

Who we disclose your personal data to and why

We are required to disclose your personal information to the Austrian local authorities by law.

Our “Third-Party Data Processors” (service providers such as our fulfilment and activation partners, and digital agencies, hosting providers, data storage providers and other technical partners) who help us administer this website, or process the data submitted to it, may have access to your data. Some of these business partners may be located outside the country where you accessed this website.

Data Retention and Your rights

The data provided to us will only be retained until the purpose for which they were entrusted to us has been fulfilled. We are required to keep data for 7 years by law, we will not keep data longer than this. You have a right to request what personal data we are holding for you. If you no longer agree to your personal data being stored by us, we will delete them if instructed by you to do so, subject to legal requirements. If your personal data have changed, we will correct them if notified by you to do so. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent un-authorised access.

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this privacy policy should be addressed to

Data Controller

Haus Schneeberg

245, Mühlbach am Hochkönig

5505, Mühlbach am Hochkönig

Austria

info@hausschneeberg.com

THIRD PARTY COOKIES

We use some third party cookies to collect or receive specific types of information, and that information is used to provide targeted adverts. Below is some detail on the third party cookies. By using this website, you consent to the processing of data by these third parties.

Provider	Name	Purpose	More Info
Wix.com	svSession hs incap_ses_\${Proxy-ID}_\${Site-ID} incap_visid_\${Proxy-ID}_\${Site-ID} nlbi_{ID} XSRF_TOKEN smSession	Creates activities and BI Security Security Security Security Security Identify logged in site members	https://www.aboutcookies.org/ This privacy policy
Google Analytics	_utma _utmb _utmc _utmz	Used to collect information about how visitors use this site. This information is used to compile reports and to help us improve the site. The cookies collect information in an anonymous way, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Cookies & Google Analytics Google Privacy Policy
Facebook.com	Facebook Pixel	Follows the actions of users after they are redirected to a provider's website by clicking on a Facebook advertisement. This information is used to record the efficacy of Facebook campaigns, and maximise advertising spend	Facebook Privacy Policy
Facebook.com	locale xs s lu datr c_user	Facebook Like Button.	Facebook Privacy Policy

OPTING OUT

As a user, you have the option of deactivating the use of cookies by Google by calling up the Google deactivation page at www.google.com/ads/preferences. You can also deactivate the use of cookies in your browser settings - <http://www.aboutcookies.org/>.

To stop Google collecting your analytical data, use the following link to opt out of all Google analytics - <http://tools.google.com/dlpage/gaoptout>

To revoke your permission for Facebook retargeting, please click https://www.facebook.com/ads/website_custom_audiences/

This policy was last updated on 20th May 2018