



**Information about the processing of your personal data
Direct and/or non-direct collection of data (Art. 13 and/or 14 GDPR)**

Company:

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We use the following data from you:

Room booking, hotel stay, restaurant visit, and sports/wellness offers

Processed data: Last name, first name, address, contact details (telephone number, e-mail address), booking period, booked additional services (e.g., sports classes, wellness treatments). If applicable, license plate number when using our parking lot.

Purpose: Processing the reservation, execution of the accommodation contract, provision of sports and wellness services.

Legal basis: Performance of a contract and pre-contractual measures pursuant to Art. 6 (1) (b) GDPR.

Collection and remittance of the local tourism tax – guest contribution

Processed data: Last name, first name, address, date of birth, as well as, if applicable, further verification documents required by local statutes to check for tax reductions, tax exemptions, or non-liability to pay (e.g., proof of a degree of disability, work-related reasons for overnight stays, or educational purposes), booking period.

Purpose: Calculation, collection, and proper accounting of the tourism tax/guest card towards the municipality, as well as the issuance of the guest card.

Legal basis: Compliance with a legal obligation pursuant to Art. 6 (1) (c) GDPR in conjunction with the Local Tax Act (Kommunalabgabengesetz – KAG) of the respective federal state and the local tourism tax statutes of the municipality.

Consideration of allergies and intolerances

Processed data: Information on food allergies, intolerances, or health-related restrictions (e.g., for massages or sports classes).

Purpose: Protection of your health during the preparation of dishes in the restaurant as well as during the safe execution of sports and wellness treatments for your current and future stays.

Legal basis: Your explicit consent pursuant to Art. 6 (1) (b) in conjunction with Art. 9 (2) (a) GDPR.

Accounting and payment processing

Processed data: Billing address, payment details (e.g., bank details, credit card data).

Purpose: Creation of offers and invoices, processing of payments.

Legal basis: Performance of a contract (Art. 6 (1) (b) GDPR) as well as compliance with statutory bookkeeping and retention obligations (Art. 6 (1) (c) GDPR in conjunction with § 257 HGB [German Commercial Code] and § 147 AO [German Fiscal Code]).

Statutory hotel registration obligation (foreign guests only)

Processed data: Date of arrival and expected departure, last name, first name, date of birth, nationality, address, serial number of the valid identity document (passport/ID card).

Purpose: Compliance with the statutory registration obligation for accommodation establishments.

Legal basis: Compliance with a legal obligation pursuant to Art. 6 (1) (c) GDPR in conjunction with § 29 (2) Bundesmeldegesetz (BMG) [German Federal Registration Act].

Video surveillance of publicly accessible areas

Processed data: Image and video recordings of individuals within the coverage area of the designated camera zones.

Purpose: Protection of hotel property against vandalism and theft, ensuring the safety of guests and employees (e.g., in the cash desk, entrance, or parking areas), as well as supporting the investigation of criminal offenses.

Legal basis: Safeguarding our legitimate interests pursuant to Art. 6 (1) (f) GDPR. Our legitimate interest consists of securing property, preventing criminal offenses, and protecting operational and house rights.

Recipients or categories of recipients of the data

- Distribution and booking service providers: From whom we received your data to process the booking.
- Service providers / processors (Art. 28 GDPR): Carefully selected service providers (e.g., providers of the hotel software/PMS, IT service providers, table reservation, and wellness booking systems).
- Financial service providers / banks: For processing payments and billing.
- Municipal administration / tourism enterprise: For billing the guest contribution and transmitting the registration data for the guest card.
- Public bodies and institutions: Authorities and offices (e.g., tax office, law enforcement agencies), provided that there is a statutory obligation to disclose the data.



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GRAFENWALD
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Version: 1.1

We transfer your data:
not to a third country or an international organization

Duration of data storage

- We store your data only as long as necessary to achieve the respective purpose or as required by statutory retention periods:
- Tax and commercial law data (invoices, booking vouchers, tourism tax statements): Retained for 10 years (§ 147 AO, § 257 HGB).
 - Registration forms (for foreign guests): Retained for exactly 1 year from the day of arrival pursuant to § 30 (4) BMG and destroyed within three months after expiry of this period.
 - Consent-based data (allergies/health data): Are stored for your current and future stays and will be deleted immediately once you revoke your consent.

Obligation to provide data

Within the scope of our business relationship, you must provide those personal data that are required for the initiation, execution, and termination of the accommodation contract or which we are legally obligated to collect (e.g., identity documents of foreign guests to comply with the hotel registration obligation as well as basic data to determine the guest contribution). Without this data, we are generally unable to conclude an accommodation contract with you or to provide the contractual services safely and in compliance with the law.

Your rights as a data subject are:

Access, rectification, erasure, restriction of processing, objection, as well as data portability (Art. 15 to 21 GDPR).

In addition, you have the right to lodge a complaint with a supervisory authority (Art. 77 GDPR). The authority responsible for us is:

Aufsichtsbehörde für den Datenschutz im nicht-öffentlichen Bereich
in Rheinland-Pfalz
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