

## Privacy Policy regarding the processing / Collection of personal customer data

### (1) Information about the collection of personal customer data

- a) In the following we inform you about the collection of personal customer data.

Personal information is any information that you personally obtain, e.g. Name, address, email address, etc.

- b) Responsible acc. Art. 4 (7) EU General Data Protection Regulation (DS-GVO) is the

ProHotel Group GmbH  
Legally represented by the managing director  
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District Court / Gütersloh HRB 6895

You reach our data protection officer  
via [hannover@prohotel-group.de](mailto:hannover@prohotel-group.de)

or under our postal address with the addition "Data Protection Officer".

- c) For the purpose of fulfilling the contract or carrying out pre-contractual measures, which are based on your inquiries, we process / collect in particular the following personal data communicated and / or disclosed by you:

Your name or company name, including the names of the natural persons acting for you

Your contact details, ie your business address and, if necessary, your telephone number, fax number and email addresses

Bank details

All data necessary for the performance / fulfillment of the contract about your payment and complaints

d) The legal basis for the processing of personal data is Article 6 (1) (b) DS-GVO

e)

f) Categories of recipients of personal data are

- aa) The person responsible, i.e. the ProHotel Group GmbH
- bb) Processor, e.g. external service providers, such as the tax consultant employed by us with financial accounting.
- cc) Persons authorized to process the personal data under the direct responsibility of the contractor (ie the ProHotel Group GmbH) or a processor.
- dd) if applicable, subcontractors and / or payment service providers
- ee) if applicable, public authorities and authorities

(2) Duration of storage of personal data

We will limit the retention period for your personal data to the minimum required. To this end, we have introduced a deletion policy that sets deadlines for the periodic review and deletion of your personal information to ensure that your personal information is not stored for longer than necessary. Decisive are the following deadlines:

- Data sets / documents relevant to the execution of the contractual relationship: storage maximum up to the legal termination date of the contractual relationship + security surcharge of the years (until the end of the regular three-year limitation period) §§ 195, 199 BGB)
- Records / records that may be relevant to the financial statements of our company, such as Documents of financial accounting:

Storage up to the expiration of ten years, § 257 Abs. 1 Nr. 1 and Abs. 4 HGB, § 1 47 AO

- Records / documents that may be tax relevant, such as Emails from employees who are considered commercial letters:

Storage up to the expiration of six years, § 147 Abs. 3 S. 1 AO

- Records / documents, such as your payment and complaint behavior for which there is no retention period:

Storage maximum until the end of the regular three-year limitation period, acc. §§ 195, 199 BGB + security surcharge of three months, unless the records / documents are required for the implementation of the contractual relationship beyond.

### (3) Your rights

a) You have the following rights with respect to the personal data concerning you:

- Right to information (Art. 15 DS-GVO, § 34 BDSG),
- Right to correction and cancellation (Art. 16 and Art. 17 DS-GVO, § 35 BDSG)
- Right to restrict the agreement (Art. 18 DS-GVO),
- Right to object to the processing ( Art. 21 DS-GVO, § 36 BDSG),
- Right to data portability

b) You also have the right to complain to the data protection supervisory authority about the processing of your personal data in our company.

(4) You are legally and / or contractually obliged to provide us with personal data processing for the purpose of carrying out / fulfilling the contractual relationship. Possible consequences of non-provision would be the non-existence of the contractual relationship.